

# Tadano Oceania opens new head office

## Brisbane parts and service hub to support customers' growth

Tadano has reaffirmed its commitment to supporting customers across the Oceania region with the opening of a new purpose-built head office in Brisbane, Australia.

Opened on 1st June 2020 in the northeastern suburb of Lytton, the \$10m (AUD) facility greatly enhances Tadano's offering to customers within greater Brisbane as well as its operations across Oceania.

The new facility also provides customers for the first time with a common location in the city to access both Tadano and Demag parts and service.

"This is an exciting time for the business and for the customers we serve," says Tadano Oceania Managing Director Anthony Grosser. "We were in the process of looking for a larger premises, and the acquisition of Demag in 2019 accelerated the process.

"Our new head office at Lytton is now the largest dedicated crane repair facility in the southern hemisphere," he says.

Anthony Grosser explains that while Australia represents only about 0.3 percent of the world's population, it is a very strong and developed market, making it an important market for Tadano.

The new 14,000m<sup>2</sup> head office significantly improves Tadano Oceania's offering to customers in several key ways, he says.

"One major change is that the new location in northeast Brisbane is closer to port facilities and the industrial heart of Brisbane," Mr Grosser says. "It is located just off the Port of Brisbane motorway and so is extremely accessible to customers."



**The largest dedicated crane repair facility in the southern hemisphere**

### 12 service bays to reduce customer downtime

The new facility is also a step-up from Tadano Oceania's previous head office in the suburb of Darra, both in terms of size and services offered.

"We now have more than 8,000m<sup>2</sup> of hardstand for the commissioning, repair and reconditioning of cranes, as well as two wash pads – one internal and one external," he says.

"There are 12 fully equipped service bays, meaning customers' needs can be addressed promptly, reducing their downtime."

Other notable features include tilt-panel construction, floor-to-ceiling glazing in the offices, a 10-tonne gantry crane, an internal service pit and multiple roller shutters.

### 1,000 square metres for parts

Mr Grosser says the site has 3,100m<sup>2</sup> of enclosed space, including offices, training facilities and spare parts and stock storage. Some 1,000m<sup>2</sup> of space has been dedicated to parts alone.

While Tadano parts and services have been available on site since the opening at the beginning of June, the Demag offering will be phased in throughout July.

The Demag parts and service facility was previously at nearby Eagle Farm, 15km to the west.

Tadano's customers are not the only ones with reasons to be pleased about the new facility. Staff will also benefit, thanks to the new head office's proximity to rail transport and its modern ergonomic features, designed to make their working days safer and more comfortable.

Mr Grosser says the new facility brings Tadano's total commitment to the region close to \$20m since 2010.

"This shows just how important Oceania is to Tadano and how committed the company is to the region," he says.

#### Key facts about Tadano Oceania's new head office

- Located at 1/146 Lindum Road in the Brisbane suburb of Lytton
- Close to ports
- 12 fully equipped service bays with overhead cranes and wash bay
- Parts sales and collection
- Dedicated training rooms
- Office facilities
- 14,000 m<sup>2</sup> total area

## Site report: Kansas City International Airport

# Construction crew challenged to keep up with the speed of Tadano Mantis

The March 2020 edition of *American Cranes & Transport* magazine featured a report from Kansas City International Airport, where Blue Hat Crane has a new Tadano Mantis GTC-800 hard at work.

Blue Hat Crane, a Kansas City rental company, is supporting the main contracting joint venture of JE Dunn Construction, Berkel & Company, Axion Construction and Kissick Construction on the concrete package for a new parking garage that is part of a wider rebuild of the airport.

The GTC-800 telescopic crawler delivers 88 tons of pick & carry capacity, a maximum tip height of 198 feet and significant safety and efficiency gains.

Unusually, the crane is wrapped with a rendering of the completed project, thanks to the creative mind of David Lapin, account manager at Blue Hat Crane.

JE Dunn Construction's site superintendent, Scott Alexander, told the magazine that the GTC-800 was



the "perfect machine" for the project, because of its pick & carry capabilities. "One of the big things is the ability to be as mobile and nimble as we are," he said. "We're going through buildings pretty fast and having multiple set-ups – so to not have to pull pads – we see labor savings on moving and setting up, which speeds things up a little bit."

In fact, the crane performed so well, he said, that the biggest challenge the team had encountered was "getting the work in front of us done in order to leverage the time savings that the team is achieving with this crane. In construction, meeting or beating the schedule saves resources and reduces risks, so it's important to leverage every opportunity you have to safely work faster."

Tadano Asia Pte Ltd and its local distributor Multico Equipment & Parts Pte Ltd have handed over the first GR-1100EX in Singapore to Hwa Seng Builder Pte Ltd.

Hwa Seng Builder is one of Singapore's leading civil engineering and construction contractors. The 110-tonne Tadano is its third crane but its first from Tadano, purchased to provide general lifting services on its construction sites.



Pictured left (in the centre of the photo), taking delivery of the new crane for Hwa Seng Builder are Operations Director Mr Goh Chai Heng and Senior Purchasing Executive, Ms Chua Seok Khim.



Site report: Austrian Alps

# Rappenloch rescue mission



**When a mountain bridge was at risk of collapse in northwest Austria, it required a special company to come to the rescue, with just the right equipment.**

Rappenloch Gorge, 5km from the city of Dornbirn, is one of the largest canyons in the eastern Alps. A rockfall in March left a 44-metre span bridge, suspended above an 80-metre gorge, in danger of collapse.

Approximately 10,000 cubic metres of rock had broken off under the bridge; the structure had to be dismantled as quickly as possible.

Dornbirn city officials called in Mayer Autokran-Vermietungs-GmbH, from just across the border in the far south of Germany. Managing director, Erich Mayer, is used to these sort of mountain challenges – his company has even made a name for itself as a ski jump specialist (building them, not riding them).

This job called for equipment that could reach the site quickly and carry enough additional equipment without exceeding the legally permitted 12-tonne axle load. It also had to be quick and easy to set up. Cue the Tadano ATF 400G-6 – two of them actually.

Getting to site was the first challenge as the road was narrow. Once on site there was limited space and steep gradients where the crane had to be set up. The intelligent AML crane control system was a big help, ensuring safe working at maximum capacity at any angle of rotation, even with asymmetrical outriggers. Both 400-tonners



**Setting up the 400-tonne cranes was challenging in the mountain terrain**

carried out the job with 138 tonnes of counterweight each. Due to the inclined position of the bridge and its 58-tonne weight, the cranes were tasked with securing the loads and preventing the bridge from swinging. This was the basis for screwing on and removing the bridge sections step by step. By the middle of day two, the Rappenloch rescue mission was complete – although perhaps only temporarily, as it is not yet clear what the next steps for the crossing are. Whatever happens, however, Mayer and its two big Tadanos will surely be called in again.

"The ATF 400G-6 is a fantastic crane," says Erich Mayer. "Not only does it offer excellent steering and a strong drive train, but it is also compact, manoeuvrable and powerful in spite of its size. It can even be used on difficult terrain, such as that in the Damüls ski resort. 1700 metres high? No problem. And then there's the fact that the 400-tonner offers excellent load capacities on the main boom and boom extensions. There's just no question about it. It's a strong piece of kit even without boom suspension system or other additional equipment."

He continues: "A special quality is the 10 counterweight variations. With a maximum of 11 tonnes per unit, the counterweights can be combined particularly flexibly, which is an enormous advantage – especially on projects such as this. This enabled us to react very quickly to changing conditions on site

# Demag teamwork gets reactor roof built

**A pair of big Demag crawler cranes have proved their value on the construction of a nuclear reactor in the south of France.**

ITER, the International Thermonuclear Experimental Reactor, has been under construction since 2007 next to the Cadarache nuclear research center in Saint-Paul lez-Durance.

The international research project, bringing together the EU with Switzerland, the USA, China, South Korea, Japan, Russia and India, aims to generate power from fusion energy.

Vernazza Autogru has supplied a Demag CC 2800-1 and CC 3800-1 to lift the steel components for the reactor hall's roof.

"The two cranes met all the prerequisites for being able to efficiently complete the demanding lifts for the unwieldy components: They're compact, they have a fast working

speed, and they can be operated in a reliable and precise manner," says Paolo Delfino, General Manager of Vernazza Autogru in France. "In addition, they could be set up very quickly despite the tight space constraints at the site."

The CC 2800-1 was rigged with Superlift, maximum counterweight and 108 meters of boom. The CC 3800-1 was also set up with Superlift and maximum counterweight. For 'lighter' components, weighing up to 35 tonnes, it was equipped with a 60-meter main boom and a 72-meter luffing jib, lifting to a height of 104 meters. For heavier lifts, up to 68 tonnes, it was rigged with 60-meter main boom and a 60-meter, to lift the larger components to a height of 79 meters.

The CC 2800-1 picked up the roof structures and then swung them to the CC 3800-1, which then took them and lifted them to the required final position for technicians on work platforms to fasten the parts. Vernazza Autogru's crew of 10 made one lift a day for four months at the site to complete the job on time.

Paolo Delfino says: "We had not only the best possible machines for the job, but also an extraordinarily qualified team and an excellent planning office. And on top of that, we were able to count on Demag After-Sales Service's support 24/7. To put it simply, this gives us confidence and is something that we're very happy to take advantage of."

**Below:  
Vernazza  
Autogru's  
Demag CC  
3800-1 on  
site at ITER**



## AC 45 City rises to indoor challenge

**Indoor lifting projects are often tricky, with not enough space to move. Such a job was carried out in January by Merkel Autokrane GmbH in Germany.**

FTO Fertigteilewerk Obermain, which makes precast concrete elements, needed a noise barrier installed, made of large concrete panels.

"What we had to do for this project was lift the concrete panels, each of which weighed either three or six tonnes, exactly in place between support columns inside the narrow shop floor so that assembly technicians could then fasten them in place there," explains Merkel Autokrane GmbH customer service representative Karl-Heinz Göring. The goal was to separate two sections of the shop floor from each other in order to reduce the noise levels in both of them.

Merkel's crane of choice for this was its new Demag AC 45 City, a perfect match for precisely this type of job.

Space was already tight but the lifts were made even harder by the presence of an overhead crane runway – the first panels had to be placed underneath the runway, while the last ones had to be positioned over it.

"We had to extend the boom until just underneath the ceiling," explains crane operator Oliver Lieb. "But that wouldn't have worked with a hook, so we instead worked



with the runner and telescoped under load. And in certain cases, it really came down to the last few centimeters."

He also had to watch out for a large glass pane that he had to avoid getting too close to.

The toughest challenge was positioning one of the top panels, which had to be threaded in directly behind a crane runway girder with extreme precision.

"Since there wasn't enough space to set down the panel directly, we had to set it down on makeshift wooden supports, rig it again, lift it again, and then remove the supports to be able to set it down where we wanted," explains Karl-Heinz Göring.

# Mongolia gets its first Tadano AT



The ATF220G-5 demonstrates its driving performance across the Gobi desert

## Can there be any stiffer test for a mobile crane than the Gobi desert?

That was the first assignment for Sonoforte Group LLC, based in Ulaanbaatar in Mongolia, after receiving an ATF 220G-5 crane in May, the first brand new Tadano all terrain crane in the country.

Sonoforte Executive Director Marc Hawkins selected the ATF 220G-5 because of its quality and reliability.

Sonoforte has been active in Mongolia for seven years now, gradually increasing its crane rental fleet to support mining, construction and infrastructure projects.

“Mongolian conditions can be harsh,” Marc Hawkins says. “Temperatures range from minus 40 to 40 above – we have to cover huge distances between jobs, often without tarmac under the tyres. Our cranes can be working in the desert one week and in the taiga mountains the next. It was important to have a crane that could match the conditions.”

He continues: “We have always been very aware of Tadano’s reputation for quality and reliability, and particularly of the kudos attached to the ATF 220G-5 crane, which has been best-in-class for some time.

“It was important to have a crane that could match the conditions and after initial conversations at Bauma 2019, the Tadano engineers took all the needs and requirements into careful consideration to craft a machine that could deliver in all conditions.”

## Two engines

Mr Hawkins wanted a machine with separate engines for lifting and driving operations. “For the carrier, having a specific engine is useful to maximise the power and torque available for all-terrain travel. Single engine cranes in this class cannot match this. For the superstructure, the cost-effectiveness in fuel consumption is a significant benefit.

“Our first road test was through the Gobi desert and the crane didn’t disappoint. The operators found it intuitive and quick to go from mobilisation to operation. The clients were also very pleased as Sonoforte was able to lift and unload a new train safely, quickly and straight onto the freshly-laid tracks.”

He concludes: “We’re really pleased with the new addition to the fleet. Thanks very much to everyone at Tadano because this is a fantastic machine.”

Below: The Sonoforte crew with their new crane



# One Tadano: Demag integration

## *Stronger Together*

**Tadano unifies sales approach, expands support for Tadano and Demag customers in EMEAR**

Lifting companies operating in Europe, Africa, the Middle East and Russia will now experience a more streamlined sales approach that offers the full range of Tadano and Demag crane equipment from a single sales contact.

Since 1st March 2020, each crane equipment business manager within Tadano's EMEAR territory now offers the full range of Tadano and Demag all terrain and crawler crane models to customers, increasing sales efficiency, expanding market coverage and showing one face to the customer.

As part of the company's efforts to advance the *One Tadano* business strategy for the region, Thomas Schramm and Klaus Kröppel now lead sales efforts for both brands, separated by new sales regions. Thomas Schramm leads Tadano and Demag sales for the Benelux countries, Russia, Asia Pacific, Turkey and France. Klaus Kröppel has responsibility for crane sales in Austria, Germany, and Switzerland (known as the DACH countries) as well as the United Kingdom, Ireland, Spain, Portugal, Italy and the Nordics.

"As we continue with Demag integration, Tadano customers will experience a faster and more efficient sales approach for the full range of Tadano and Demag equipment," says Kenichi Sawada, Chief Commercial Officer for Tadano. "By working as one and leveraging synergies, we are stronger together in support of our customers' success."

Business leaders reporting to Mr Schramm and Mr Kröppel in the individual markets also provide sales support for both Tadano and Demag brands. Many of these leaders are the same individuals who have helped customers in these markets with crane equipment purchases for years. Christian Kassner, former business leader of the Demag DACH organization, now leads the integrated Tadano and Demag Used Cranes equipment organization for EMEAR.

The new customer support structure also follows the same *One Tadano* model, with all members now providing support for both Tadano and Demag machines. The new support structure is led by Manfred Schlumberger, Customer Support Director.

Lower management levels have been merged as well. "This means that key departments such as Training and Customer Service will be led by a single person, enabling us to be closer to our customers and take better advantage of synergistic effects," Manfred Schlumberger explains.

Although Tadano had both its Service and Spare Parts Supply operations under a single roof before,



**Klaus Kröppel**



**Thomas Schramm**

for Demag it is a new development to have these two departments united. "Having Service and our Spare Parts Supply operations this close together will result in significantly improved services for our customers," Schlumberger says.

Kenichi Sawada concludes: "The integration of Demag into the Tadano group elevates Tadano to a full-range supplier of lifting solutions and fills in product gaps on both sides.

"We are now working to leverage technological and operational synergies made available to Tadano through the Demag acquisition. As we continue along our path to becoming *One Tadano*, our focus remains on supporting our customers and their success in the best, most efficient way possible."

**Manfred Schlumberger**



# Technically advanced anti-ageing

## Crane refurbishment in Tadano workshop

Tadano's production of mobile cranes Lauf an der Pegnitz is well known; less well known is repair work that goes on there.

Technical experts repair, renovate and overhaul not-so-new cranes – and only with original parts, of course.

Kranservice Waldschütz GmbH, a long-standing Tadano customer, brought in its 18-year-old BKF 35-4 to get a whole new lease of life.

Josef Waldschütz, the senior member of the management team, has a particular connection to the BKF 35-4. His machine was the very first in the series – the prototype – and he was involved in the development of the salvage vehicle, providing advice on meeting the requirements of the German Road Traffic Licensing Regulations (StVZO) and calculating relevant performance data for the towing device.

Christian Waldschütz, one of the two sons in the three-person management team and responsible for the crane services, also has his own reasons for the overhaul of the BKF 35-4.

"The BKF 35-4 combines the power of a full 40-tonne mobile crane and a flexible salvage or rescue vehicle in one device," he says.

"There are many jobs that only this crane can manage. In that respect, it was the right decision to have the BKF completely overhauled, particularly since we have had decades of great experience with Tadano and grown with the brand too."



Stripping it down



Blasted and primed with zinc dust



As good as new

Technical issues that cannot be sorted on-site by the customer support team come to the Tadano technical workshop. It is here in the well-equipped 2,000m<sup>2</sup> workshop space that Tadano cranes of all ages become as good as new.

Once in the workshop, the Waldschütz BKF was totally stripped down. The chassis was blasted and primed with zinc dust, and all components of the undercarriage and superstructure were removed and individually painted before reassembly.

Numerous components were also replaced, including the hydraulic hoses, mud guard frames, cladding at the rear, crates and battery covers. Rubber inserts were placed under all aluminium sheets and crates.

The whole process took 12 weeks, with Waldschütz kept regularly informed of progress.

"We were so impressed with the results that I'm now considering putting in the ATF 30-2L we purchased in 1999 to be restored," Christian Waldschütz says.

"Naturally, we are also quite interested in the current Tadano models," he adds. "We'll soon be getting a new ATF 70G-4 with a 44-meter boom. It's a real all-rounder that was just made for us, since we'll use it for all kinds of tasks, from towing to erecting roof structures."

**Tadano Oceania has delivered a new GT-300EL truck crane to Horsham Steel Constructions in the Australian state of Victoria.**

Horsham Steel Constructions specializes in big steel warehouses and sheds. It was established in 1980 is still run by one of the co-founders, Greg Smith, together with his son Brad.

With 34 metres of main boom and 14 metres of fly jib, the GT-300EL is the perfect tool for Horsham's signature steel building projects. It also suits the local geography too, with its exceptional on-road comfort and fast travel speeds, the GT-300EL can eat up the miles to reach projects across Western Victoria and over the border into South Australia.



Left to right are Horsham Steel crane operator Brendan Merlin, Tadano Sales Manager Matt Fussell and company owner Greg Smith

# Tadano Middle East Customer Support meeting



The meeting's participants

Tadano Ltd., in-coordination with Tadano Middle East Representative Office, held its Middle East Customer Support meeting in Dubai, 19-20 February 2020.

The Customers Support meeting is an annual two-day event exclusively organized by Tadano Ltd. to discuss various issues relating to servicing and spare parts, and to learn about future development plans.

The meetings also serve to promote camaraderie and cooperation across the Middle East distributor network.

This year's participants (pictured above, before social distancing requirements came into practice) included Middle East distributors' Service and Parts managers from Saudi Arabia, UAE, Kuwait, Bahrain, Oman, along with staff from Tadano in Japan, headed by Mr. Jumpei Kiyama (General Manager International Service).

Also joining the meeting was an invited guest from Idemitsu Lube Middle East, which supplies Tadano and its distributors with lubricants.

The event also provided an opportunity for Mr. Yasuaki Kishimoto, the new Managing Director of Tadano ME Lifting Equipment Trading LLC, to meet up once again with some familiar faces for the first time since his return to the Middle East market.

## Workshops and presentations to promote service excellence



Above: the scaled-down replica model

## New scale model: GR-1000XLL-4/GR-1000EX-4

The official model of the GR-1000XLL-4 / GR-1000EX-4 Tadano rough terrain crane is now available.

The 100-tonne class Tadano RT is called GR-1000EX-4 in world markets and GR-1000XLL-4 in North America.

This specially-produced, limited edition scale model version reproduces the five-section long boom and two-stage bi-fold jib with triple offset, which the actual machine is equipped, as well as its tiltable cab and two-axle/four steering modes.

Also faithfully reproduced to scale is the Smart Counterweight function that is a feature of the latest Tadano rough terrain crane series.

Ask your Tadano's sales representative for details.

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