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L&T: Customer-friendly solutions

As mechanisation continues to gain ground in India, newer applications and attachments are being fitted on excavators enhancing their versatility and utility. L&T is promoting its Komatsu PC210-10M0 for tough applications like stone, granite, and marble quarrying as well as mass earthwork. The machine has robust structures, a more powerful engine and a bigger hydraulic



pump. Says Arvind K Garg, Executive Vice-President, Construction & Mining Machinery, Larsen & Toubro, "The Next-Gen Komatsu PC210-10M0, 21-ton tracked excavator is fast, more productive and fuel efficient. It has a patented HydraulMIND hydraulic system with load sensing and six working modes. Engine response linked to working conditions and pump control strike the right balance between fuel consumption and production. With a higher flow main

pump, the travel performance is superior. The operator enjoys the ease of digging and fast cycle time, while the controllers in the machine silently work on fuel reduction. Innovative use of technology such as the viscous fan clutch in place of belt-driven fan has resulted in substantial fuel savings. Eco-guidance features in the monitoring system continuously indicate operational cautions to the operator so that he can take corrective action instantly, when required."

To make the PC210-10M0 suited to varied applications, there are different undercarriage options such as standard and long-crawler (LC), and shoe widths of 600 mm and 800 mm. The excavator comes with attachments like rock breakers, crusher buckets, slope compactors, long reach, attachments for drilling, piling, and demolition, and clamshell for material handling, etc. Slope compactor attachments and crusher buckets are manufactured in-house by L&T, while the rock breakers and demolition tools are sourced from Komatsu and Rammer, and the piling hammers from Movax.

Buckets in the Komatsu PC210-10M0 range from 0.90 to 1.7 cum; while the Komatsu, PC300-8M0 and PC350-8M0 excavators have 1.4 to 2.3 cum buckets. For mass earthwork, Komatsu has developed the ME (More Efficient)

bucket, designed to reduce resistance while digging, and thereby increasing the fill factor and enhancing productivity. Besides these, there are specific block handling buckets for granite and marble mines. "Our application specialists recommend the excavator model, bucket size, and undercarriage based on an understanding of the customer's application. More attachments for specialized applications are in the offing," says Garg.

Komatsu and L&T were the pioneers in introducing advanced telematics with the patented health monitoring system KOMTRAX; it provides a detailed analysis of the machine's performance remotely along with alerts on maintenance and any abnormalities. "The user can virtually see almost all performance parameters and plan the maintenance and preventive repairs accordingly," says Garg. A special feature of eco-guidance indicates the operator skills in real-time and helps in identifying training needs subsequently. It also provides mode selection and idle time for better site optimization and improved efficiencies.

The company is also targeting a wider customer base with its standard product offerings. Says Garg, "Generally, about 40% of customers buy the low-cost, mid-size machines for rental purposes, so our



base models are the most suitable for this segment. We also offer certified used equipment which is attractive to customers facing a liquidity crunch."

The Machine Care Program (MCP) - Suraksha - launched by Komatsu and L&T, offers extended power train warranty for its flagship models PC210, PC300 and PC350. Garg informs, "We recently upgraded our MCP to Suraksha 10,000, which extends the power train warranty

up to 4 years / 10,000 hours of operation from the date of commissioning. This is an unprecedented and an unbeatable offer in the industry. We also offer value-added services like periodic and preventive maintenance, undercarriage inspection, training on energy saving for buyers of Komatsu premium equipment. Other schemes include the L&T Vishwas for excavator models PC71 and PC130." He adds that Komatsu and L&T had extended

the warranty period for all the equipment during the lockdown and supplied Covid-19 kits for operators and mechanics.

L&T has 6 service centers equipped to undertake complete refurbishment of components and machines, which also undergo complete load and performance tests. The company also offers 'component RECON exchange' to its customers as a quick repair solution to reduce breakdown time of their machines.