

**I**F YOU GET A BUNCH of users of Roadtec equipment together in one room and start asking them questions about the performance of their pavers, milling machines, and material transfer vehicles (MTVs), you will probably get a good variety of answers. That is because every user has a different way of using and maintaining the equipment. But after listening to all of those Roadtec customers talk for a while, you will probably start to hear one comment repeated over and over again:

*“Roadtec’s service and support facilities are excellent.”*

We talked with three long-time users of Roadtec equipment and asked them to explain what they do with those pavers, MTVs, and

milling machines—and how the Roadtec philosophy of service and support helps them with their day-to-day operations.

#### **A full-service paving contractor**

LoJac Enterprises, Inc., is headquartered in Lebanon, Tennessee. From this location, the company provides a full menu of construction services, including grading, storm drainage, utilities, hot-mix asphalt (HMA) production, paving, and site development. Its Paving Division provides paving, milling, and base-stone work throughout middle Tennessee. Projects tackled by the LoJac paving crews range from Interstate highways to airports, and from rural roads to parking lots.

A key component for its paving crews is LoJac’s fleet of Roadtec equipment. “We have eight pavers, three milling machines, and three Shuttle Buggy® MTVs,” said paving division manager Tim Murphy in a recent interview. “We started running Roadtec equipment in the early 1990s, and we have had good luck with them. They have a very good line of products in the paving industry.”

After working with Roadtec equipment for more than a decade, Murphy said he has seen some positive changes in paving technology—particularly where the Shuttle Buggy MTV was involved. “The Shuttle Buggies came out in the early ‘90s, and I think it was a good thing for the paving industry.

It helped improve the mats on the road and allowed for continuous paving. That’s been a real positive factor for us, too.”

Murphy added that LoJac has had good luck with the service and support that they receive from Roadtec. “We don’t have any trouble getting replacement parts,” said Murphy. “Of course, being in the Nashville area, we’re pretty close to Roadtec’s headquarters in Chattanooga, Tennessee. Any time we need something, the Roadtec representatives jump right on it. I have been very pleased in dealing with them. If there’s ever a problem, they’ll bend over backwards and do whatever they need to do to get your equipment back online.”

## The most important word in contracting is “dependability”

*E&B Paving of Anderson, Indiana has a paving fleet made up of 41 pavers, 39 of which were made by Roadtec. Five of those Roadtec pavers have logged more than 10,000 hours on the job and seven of them have logged more than 5,000 hours. The secret? Good maintenance.*



**A niche market:  
full-time milling contractor**

Charbon Contracting of Madisonville, Kentucky does work in concrete construction and slipform paving and curb and gutter work. But when it comes to roads that are paved with asphalt, Charbon Contracting tends to focus on one specific service: milling.

According to Brett Kik, co-owner and operations manager for Charbon Contracting, the company covers a market area that includes all of Kentucky, most of Tennessee, and southern Indiana. Their crews currently operate 16 mills, of which 12 were made by Roadtec.

"We have found that Roadtec equipment is dependable and easy to maintain," said Kik. "Even more important, though, is the fact that Roadtec's service and support facilities are excellent."

For a full-time milling contractor who works most of the time as a sub for a prime contractor, on-the-job dependability is important—and it is absolutely required.

"We have guys with trucks full of hot-mix asphalt waiting behind us all the time," said Kik. "We try to keep a spare mill on the job when we can because if you work at night and something goes down, you've got ten loads of hot-mix asphalt sitting behind you that has to go down or otherwise it is wasted. We feel like we have to be dependable to our customers."

Kik said he appreciates the fact that Roadtec seems to have the same customer-service philosophy.

"Roadtec has always gone above and beyond the call of duty in order to get us the parts when we need them. We never get the old shrug-off, 'Well, the part will be here in two weeks.' They can get us the part even when they don't have it on their shelves," said Kik. "Roadtec actually has the same mentality that we do as far as taking care of the customer."

**Preventive maintenance  
for longer service life**

E&B Paving, Inc., headquartered in Anderson, Indiana, does about 75 percent of its paving volume in the public sector. Its paving fleet

## Three different contractors tell about their experiences with Roadtec's after-the-sale service.

is made up of 41 HMA pavers, of which 39 were made by Roadtec. Those pavers see a lot of hours on jobsites: five have logged more than 10,000 hours and seven

have worked for more than 5,000 hours. And E&B Paving recently began a new preventive maintenance program that aims to keep pavers functional even longer.



*Charbon Contracting of Madisonville, Kentucky specializes in milling on roads paved with asphalt. The company operates 16 mills, of which 12 were manufactured by Roadtec. Working as a subcontractor in front of a contractor's paving equipment, it is essential to keep the milling equipment moving.*



*LoJac Enterprises, Inc. of Lebanon, Tennessee does a lot of paving work with hot-mix asphalt (HMA). LoJac has eight pavers, three milling machines, and three Shuttle Buggy material transfer vehicles (MTVs). The availability of replacement parts is obviously a key factor for this company.*

"We have a preventive maintenance program where we bring the pavers in every three years, or roughly every 5,000 hours," said Dave Christman, equipment superintendent for E&B Paving. "We rebuild all the wear parts about once every three years."

"A lot of companies rotate their fleets out a lot sooner than we do," he added. "But with this new program, I expect our equipment rotation to be ten years before that machine will be rolled out of the fleet and replaced. Most companies don't hold them that long. But E&B Paving's philosophy is that if we can keep them held together and running that long, we can pay for those machines plus their replacements. In other words, we're getting the most out of our investment."

Christman said Roadtec pavers lend themselves well to this kind of maintenance program. "Roadtec equipment is very simply put together. It is what I call "KISS engineering": Keep It Simple, Stupid. They are not complicated in their design, and really there are very few wear parts."

Keeping 39 Roadtec pavers in operation also means that they do not need a huge parts inventory since one part will fit multiple machines. But if a part is needed on short notice, Christman knows he can call on Roadtec to help.

"I can have any part I need within eight hours if they have it in stock. Or, in most cases, I can get it overnight," he said. "Plus, service is available 24/7. I can have Roadtec people on the ground if we need them—but normally we just have them troubleshoot over the phone. That really pays off. We have fixed problems on the job with trucks waiting in front of us—with the phone on one ear and hands on the paver while the Roadtec guys on the phone talked us through it."

"We started with Roadtec about 15 years ago and they have kept us as customers because of their service and support," Christman said. "I can buy a machine anywhere—but I can't buy that kind of support." ▼▲▼

**FOR MORE INFORMATION**

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