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The Soul of Tree Care

TCI EXPO '99 was the last big piece of the puzzle to complete my picture of the tree care industry. Since January, I have traveled to meet you; engaged in focus groups with you; talked with you; corresponded with you; and e-mailed back and forth to as far away as Europe. At EXPO, I expected to see large equipment and big smiles as people anticipated the next capital purchase to further their businesses. I expected to see seminars crowded with arborists eager to learn the latest motivational technique or how to build better teams in the field. I expected to see people interested in the latest technical skills crammed around the arborist skills area. I expected to hear a din of noise between the sound of equipment running and the buzz of conversation from people who may only see each other once a year. And I expected my feet to hurt.

What I didn't expect were the vast number of conversations about the soul of tree care. I spoke with a man who gave up a world-class science career to take care of trees and found a way to integrate all of his passions into work. He happens to run a one-man operation—works when he wants to and spends time with his family and avocations. He spoke of his life as "peaceful." Money was not the root to this peace; nor a final goal; nor how he defines success. I talked with another man who loves what he does, and puts God and his family first—the business side just falls neatly into place. I talked with a person who is so fired up about the prospect of an educational facility focused on tree care that it made me pause to think how lucky we are to be part of a field that creates that kind of passion for seeding the future. What all of these conversations, and many more, had in common were people, beliefs and priorities. How often do you find these kinds of conversations elsewhere in the business world?

I come from "good folk," and my first impressions of this industry in the fall of '98 were that I would have the opportunity to be part of "good folk" if I accepted this position. The solid values of family, hard work and genuine caring about the contributions you make are evident if you stop and listen to a deeper level of conversation when our industry gathers.

When was the last time you actually listened to your colleagues or crewmembers? Do you really know what is important to them? Do you really know why they are in the same business? I took a lot away from EXPO, and it was far more than the latest business developments. One of the things I was reminded of is that we make choices every day about how we live our lives and run our businesses. Many of you talk about wanting to find employees, but you also really do express a concern for them—not just for their safety while they're working, but as individuals. Do you realize how incredibly rare this is in the "real world?"

If you do not think about this on a regular basis, you should. If you simply look at people on your crews as bodies who can get the next job done, you're missing out on the richness of life at work ... and we spend a lot of time at work. Having a passion about work is a true gift in this life, but having the people you work with care for you as a person is a joy that can get passed by in the crush of busy schedules. Do you truly know the people who work with you? You'd be surprised at the response you'll get from your team members if they know you really care. If you want to affect retention, stop looking so hard at the bottom line. Those numbers tell you a lot, but they can't tell where the soul of the tree care business is ... It's in your people. Your business will fall neatly into place if you've got your priorities, beliefs and people at the heart of what you do.

I'm glad I got to meet so many "good folk" at EXPO! Thanks for coming! See you in Charlotte, if not before!
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Tree Care Industry

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Special Insert!

Annual TCI Buyers' Guide
See center of this magazine for a complete listing of products and services for the tree care industry.

When your life is on the line, you better know how to maintain and inspect essential climbing equipment.

A Touching of Branches in Greater Boston

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Important regional and national meetings and activities

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Legends of Arboriculture video recounts the tale of a profession.

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Article Index
Listing of major TCI articles in 1999

From the Field
By Paul Wolfe II
Sometimes, the customer isn’t right.

Replacing Your Bar & Chain
With all the different chains on the market today, how do you begin? Recognizing key characteristics of different chains can simplify the process a little.

Fertilization: Delivering the Service
Fertilization is the next frontier in tree and shrub care. The future portends a lowering of the amount of fertilizer used and an improvement in the health of the plant. While the transition may be difficult, the benefits certainly outweigh the costs.

TCI’s mission is to engage and enlighten readers with the latest industry news and information on regulations, standards, practices, safety, innovations, products and equipment. We strive to serve as the definitive resource for commercial, residential, municipal and utility arborists, as well as for others involved in the care and maintenance of trees. The official publication of the non-profit National Arborist Association, we vow to sustain the same uncompromising standards of excellence as our members in the field, who adhere to the highest professional practices worldwide.
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When Your Life Is on the Line

By Deb Logan

Equipment intended to protect against falls, such as harnesses, lanyards, ropes, and other accessories, link an arborist to the tree or aerial device. If that equipment is worn, abused or cared for improperly, the arborist’s life is at risk. Before using any such equipment, users shall be trained by a competent person in the application limits, installations, tie-off techniques, and methods of use, inspection and storage. Useful references include:

In addition to daily inspection by the user, climbing gear must be inspected by a competent person at least twice a year. All ropes used as a component of, or in conjunction with, body belts or harnesses (including rope-strung saddles, fliplines, buckstraps, lanyards, etc.) must also be examined by a competent person every three months. The date of these inspections shall be recorded.

A guide to competency

Inspecting gear takes time out of a productive day. However, according to experts at Yale Cordage, and will not affect the performance of the rope. However, broken or cut strands reduce the rope’s strength throughout its length. If one strand is cut on a 16-strand rope, you lose 1/16 of its original strength.

C. Glossy or Glazed Marks, Stiffened Fibers, Splinters and Slivers

These are all indicators that a rope has been burned. Heat can seriously affect the strength of a rope. According to Steve Parola, a representative from New England Ropes, a polypropylene rope will lose 50 percent of its strength throughout the length of the rope if any part has been exposed to a temperature of 150 degrees Fahrenheit. A nylon rope loses the same percentage at 350 degrees, and a polyester rope at 370 degrees.

D. Inconsistent Diameter

According to Don Blair, owner of Sierra Moreno Mercantile and author of Arborist Equipment, “Be aware of any lump, bulge, according to experts at Yale Cordage, and will not affect the performance of the rope. However, broken or cut strands reduce the rope’s strength throughout its length. If one strand is cut on a 16-strand rope, you lose 1/16 of its original strength.

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D. Inconsistent Diameter

According to Don Blair, owner of Sierra Moreno Mercantile and author of Arborist Equipment, “Be aware of any lump, bulge,
flat spot or other anomaly. Be particularly alert for the ‘hourglass effect’,” Blair warns. “This necking down of the rope can indicate damage to the core.”

E. Discoloration
This can either be an indicator of harmful exposure to UV rays, which causes melting, or it can indicate exposure to chemicals. This discoloration is not an overall graying, but yellow, brown, black, or green staining.

2.
Respond by making the proper decision about continuing use of the rope.
A. Excessive Dirt
Clean the rope and store in a bag.
B. Excessive Fraying and Cuts
One weak link in the chain usually gives way to others, especially when the rope is under pressure. If fibers are worn, the worn section should be cut off or the entire rope should be downgraded. If more than three strands are cut, it should be retired.
C. Burns
The affected section should be cut off or the entire rope should be downgraded or retired.
D. Inconsistent Diameter
Whenever there is suspected damage to the core, the entire length of the rope should be retired.
E. Discoloration
Whenever there is suspected contact with chemicals such as gas, oil, battery acid and pesticides, the entire length of the rope should be retired.

3.
Maintain ropes properly by taking precautionary measures to achieve expected longevity. Store ropes in a rope bag in a cool, dry place off the ground or floor. If ropes get wet, hang them to dry them as soon as possible.
A. Cleaning
According to Blair, the best way to clean a rope is with a rope washer. Most manufacturers suggest washing ropes in a front-loading washing machine with cold water and Ivory soap or Woolite. Do not use detergents or fabric softeners, and do not put in dryer. Ropes must be air-dried.
B. Avoiding Cuts and Frays
Do not take wraps around sharp objects. Take nails from bird feeders out of trees before working. Be careful with that saw.
C. Avoiding Abrasions & Burns
Do not take wraps around trees; use friction-control devices instead. Do not run your ropes through crotches of trees; use false crotches. Never let other ropes, slings or lanyards rub against your climbing line.
D. Avoiding Core Damage
Hang ropes on carabiners or rope bag cords off of hooks, instead of directly on hooks. Avoid narrow crotches; use wide crotches or false crotches when possible.
E. Avoiding Chemical Contamination
Do not store ropes in the same compartment as gas, oil, pesticides or disinfectants. Wash hands after using any of these products.

F. Preparing Rope Ends
Tape and melt rope ends to prevent unraveling.
G. Personal Assurance
Never lend out your rope and never borrow other people’s ropes.
When to retire a rope, if it continues to pass inspections, is a question answered with differing opinions. High-angle technicians have adopted a general guideline that suggests a rope should never be kept beyond four years. Blair has long maintained that climbing lines should be retired after between 12 and 18 months of use, while lowering lines, depending on frequency of use, can sometimes last four years. Todd Kramer, 1999 Illinois tree climbing champion and part owner of Kramer Tree Service in Chicago, Ill., usually retires his climbing ropes at the end of each growing season. The best advice may be to avoid hard-and-fast time limits and follow caution offered by Parola of New England Ropes: “When in doubt, throw it out.”

Lanyards

1.
Inspect the look and feel by running lanyards through your hands in search of:
A. All the Rope Flaws Mentioned Above
B. Operation of Passage and Locking Position
Be sure that the lanyard passes through the friction device freely and locks in place without kinking the line.
C. Operation of Adjustment
Be sure the friction device works properly without any problems opening up or locking in.
D. Cracks or Corrosion on Metal Parts
Sometimes small cracks cannot be seen. Be sure to feel for any burrs in the metal. Discoloration is a sure indicator of corrosion.

2.
Respond by making the proper decision about continuing use of the lanyard.
A. Rope Flaws
Follow responses previously mentioned about ropes.
B. Improper Operation of Passage or Locking Position
Check the rope again for any flaws. If none appear, try lubricating the rivets and locking screw. If this does not correct the problem, replace the friction device.
C. Improper Operation of Adjustment
Follow same procedures as response for improper passage or locking position.
D. Crack or Corrosion on Metal Parts
Retire the lanyard.

3.
Maintain your lanyard properly by taking precautionary measures to achieve expected longevity.
A. Rope Flaws
For maintaining the rope section of your lanyard, refer to the rope maintenance section of this article.
B & C. Maintaining the Mechanisms
Petzl, one of the leading manufacturers of lanyards, suggests oiling pivots and springs of micro-adjusters and carabiners on a regular basis.
D. Avoiding Cracks and Corrosion
Always be aware of what you are leaning, pressing or scraping against while climbing. Try to keep the mechanism protected. Store your lanyard in a gear.
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1987 Ford LTS 8000. 7.8 diesel. 13 sp. tandem with 6.5-ton Hiab 140 crane. 21' side reach. 22' bed. $34,500
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A. Flaws in the Locking System
For a screwing mechanism, check to make sure it screws smoothly and locks tightly. If it is a springlock, check to make sure the spring completely loads and unloads on its own. The user should not have to twist to lock.

B. Gate Alignment
Make sure the gate bar is aligned with the closing hook. If user needs to push gate over to close the gate, it is not aligned. Also, there should be no play in the gate from side to side.

C. Working Return Spring
The gate should spring shut on its own. If user has to push gate to close, the spring is not working correctly.

D. Rivet of Gate
Check for any loosening, corrosion or burrs on the rivets.

E. Cracks, Bends, Burrs, Marks or Deformities
Study carabiners carefully and closely for any deformities, as carabiners are the most common piece of operational protective equipment to fail.

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about the continuing use of the carabiner.

A. through E.

The response to any of these deformities or malfunctions should be to never use it again.

3. Maintain your carabiners properly by taking precautionary measures to achieve expected longevity.

A. through E.

As stated above, Petzl strongly suggests oiling pivots and springs of carabiners on a regular basis.

F. Damage From Falls

If a carabiner drops to the ground from up in a tree, never use it again.

G. Multiple Uses

If you use a carabiner for rigging or accessories such as your chain saw, never use that carabiner to secure yourself to anything.

H. Personal Assurance

Never lend out your carabiners and never borrow other people’s carabiners.

Harnesses

1. Inspect the look and feel by running webbing and metal parts on the harness through your hands in search of:

A. Burns, Cuts and Stains

Be sure to check the waist belt, leg loops, tie-end loops, shoulder straps and any hidden places.

B. Cut, Stretched or Worn Stitching

Pay particular attention to areas that have load-bearing stitching.

C. Flaws or Tears

Pay particular attention to sliders and gear loops.

D. Cracks, Corrosion or Deformities

Pay particular attention to buckles and other metal parts.

2. Respond by making the proper decision about the continuing use of the harness.

A. Burns, Cuts or Chemical Contamination

If any of these deformities are evident, retire the harness.

B. Cut, Stretched or Worn Stitching

If any of these symptoms exist on any load-bearing stitching, retire the harness. If these symptoms exist on non-load-bearing stitching, try to have it re-sewn. If this is not possible, pay close attention to it during inspections and retire if it cannot be fixed.

C. Flaws or Tears in Sliders or Gear Loops

Sew or replace any elastic sliders that tear or have lost their elasticity. If flaws or tears appear on the gear loops, do not use harness until you sew, replace or remove the faulty gear loop.

D. Deformities on Buckles or Other Metal Parts

Retire the harness.

3. Maintain your harness properly by taking precautionary measures to achieve expected longevity.

A. Through D.

The same rules that apply to ropes, lanyards and carabiners apply to harnesses. Avoid exposure to chemicals, friction, sun and saws. When your harness gets wet, hang it to dry. When it gets dirty, wash it. Store your harness in a gear bag, in a cool, dry place off the ground or floor.

E. Personal Assurance

Never lend out your harness and never borrow other people’s harnesses.

A few suggestions for teaching proper inspection techniques

The reality of taking the time to inspect climbing equipment according to ANSI standards should be as real as the potential that you or your co-workers have of falling. However, relaying this information can sometimes be a difficult task, especially to climbers who don’t speak English. Luckily, there are many aids available to assist with this task.

Todd Kramer has saved all his retired gear to use during demonstrations, so workers can actually see the flaws they should be looking for.

Petzl will be offering a CD, compatible with both PC and Macintosh users, for step-by-step inspection instructions, video demonstrations and pictures of faulty gear—including harnesses, helmets, lanyards, energy absorbers, temporary anchors, delay devices, descenders, rope clamp/grabs, carabiners and pulleys. The CD is due out in 2000.

And we certainly can’t forget about the industry’s leading reference book, Arborist Equipment by Don Blair, that also gives illustrated, step-by-step instructions about inspection and maintenance of climbing gear.

Whichever method you choose to further educate yourself and your co-workers is better than not taking the time to do it all. Because the bottom line is that your life is on the end of it.

Deb Logan is an arborist and freelance writer in Edgerton, Wis.
Y2K's Hidden Danger to Tree Care Operations

By Steven F. Pregler

As utilities, banks, hospitals, private industry and community disaster services talk about and prepare for the year 2000, we hear from many groups that are less than optimistic about what might occur on January 1. Companies preying on this fear are selling survival supplies like they are going out of style.

That got me thinking about something I read as I prepared for my Electrical Hazard Awareness Program (EHAP) testing. The training manual warned of the danger of privately installed emergency generators bleeding back into utility circuits during power outages. How big of a problem might this be? Winter storms will surely cause power outages with damaged trees and downed power lines somewhere in the country this season. And with the Y2K hysteria prompting thousands of homeowners to buy backup generators, the dangers to tree crews involved in storm damage cleanup have never been greater.

As City Forester in a Midwestern community, I will be extremely cautious with my crew if we should get called out! You might dismiss the chances of emergency generators bleeding back into utility circuits. But even before Y2K, millions of people owned emergency generators. In the event of a bad storm that knocks out power, they will be used. God only knows if they will be used properly.

I remember reading in the same EHAP manual about the danger of downed power lines energizing other wires, guy lines and fences. It wasn’t long after reading this that I became a true believer. I was working with my crew in a city park cleaning up a dead tree we had just felled, when all of a sudden we were startled by a very loud crack. As I turned to look, I saw a fireball shooting out of the end of a chain link fence 150 yards away. As it turned out, the local electric utility company had been transferring power lines from pole to pole along a new freeway corridor construction project. One of the 13 kV lines got away from them and fell across a fence line which ran through backyards from the freeway corridor to the park entrance, a distance of 300 yards. Many of the soft wire ties that held the fence fabric in place melted away.

Recognizing the danger that now existed, I instructed my crew to fan out along the fence line to warn other park patrons and homeowners of this serious danger. Thankfully, no one was injured during this rare and unusual occurrence. I am sure that our actions, as a result of our EHAP training, helped to prevent a tragedy that day. What a great feeling we all had when our adrenaline surge faded away and all was safe again.

If you haven’t seen what electricity can do and you are tempted to dismiss this particular Y2K fear, I caution you to reconsider when you head out into a storm this winter.

Steven F. Pregler is city forester for the City of Dubuque Parks Division in Dubuque, Iowa.

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Recruiting: A Necessity for Success

By Wayne Outlaw

Even if your company is fully staffed, you must consider continuous recruiting as a key element to your success. Between now and the year 2005, whatever labor shortage you are experiencing will only become more acute. For every two jobs added, there will be only 1.4 people entering the workforce. Based on the number of current open positions, half of the new jobs could potentially go unfilled.

While this is a problem in communities and specific industries, you do not have to accept a shortage of labor for your company. While others may not have enough human capital to enable their organization to be successful, if you are innovative and diligent in recruiting, you can ensure your company will be fully staffed with highly motivated, capable employees.

To continuously have the staff you need, you must staff continuously. You can’t focus on staffing only when someone leaves or when you are ready to terminate an employee. You must make a conscious effort to look for capable, motivated individuals at every opportunity.

To know what you need, take the time each month to examine your current and future personnel needs, just as you would monitor customer acquisition. Account for growth and the inevitable attrition that occurs. Don’t just look at the number of people needed. Look at the skill and experience level needed for each type of position. To make your recruiting efforts easier and more effective, ensure that you fully understand whom you are looking for to fill each position.

Once you know what you need, you can begin looking for the individuals with those skills. Figure out where they currently work. With the current job situation, don’t plan on finding enough people out of work or by using traditional methods. You’ll have to identify and attract people who are already employed. Our experience has shown that organizations, in which every manager consciously looks for talented employees who fit the jobs needed, get results.

For example, companies have printed cards that can be given to sharp individuals to encourage them to call and explore employment opportunities. More effective managers not only give the potential recruit the card, they also get his or her phone number to quickly follow up with a brief phone call and invite interest in employment.

Today’s business climate, where employees have lots of opportunities, demands we adapt our hiring to the more pro-active approach of recruiting.

It is important to make it easy for recruited applicants to move through the employment process. They require encouragement and persuasion, since most are gainfully employed and not actively looking to change jobs. But, we must still follow an employment process that ensures we make good hiring decisions. Today, it is even more important for a company not to make a hiring mistake. For example, if you hurry to hire someone and omit a proper background check, you may later find you are liable for the individual’s actions due to a problem you failed to discover such as a felony conviction for a violent crime. The shortage of applicants doesn’t lessen the employer’s responsibility for negligent hiring.

As we move into the new millennium, it is more important than ever that we see the importance of a stable and talented workforce. Make staffing acquisition and retention part of the areas you focus on, just like customer acquisition and retention. Without staff, we have no way to serve our customers and cannot reach our organizational goals.

In short, recruiting is just as much a key element to our success as getting customers.

Wayne Outlaw, author of SMART STAFFING, can be reached at (800) 347-9361 or www.smartstaffing.net.
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55' Working Height
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Ford F700 429 Gas with 3 Cyl. Kubota Pony Engine
5 Speed Transmission

60' Working Height
ALTEC LR III-55
1992 GMC Topkick
366 Fuel Injected Engine with Kubota Pony Engine.

60 Working Height
ALTEC LR 111-55
1999 International 4700 DT-466 Diesel
Air Brakes

55' Working Height
Aerial Lift of Conn AL-50
1991 GMC Topkick
CAT 3116 Diesel
Automatic Transmission

1992 Ford F700 12' Chip Body with Tool Boxes and ManCab; 6.6 Diesel

55' Working Height
Asplundh LR-50 1991
Ford F700 429 Gas with 3 Cyl. Kubota Pony Engine
5 Speed Transmission

60' Working Height
Altec LR III-55
1999 International 4700 DT-466 Diesel

55' Working Height
Aerial Lift of Conn AL-50
1992 Ford F700 6.6 Diesel
6 Speed Transmission

60' Working Height
Hi-Ranger XT-55
1999 International 4700 DT-466; Air Brakes

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Industries News

Accolades for Morton

The Morton Arboretum recently moved a 26-ton elm tree, one of the more spectacular feats in the institution’s 77-year history. On Aug. 28, 1999, a crew of specialists armed with a backhoe and crane hoisted the Accolade elm and transported it 50 feet. The move positions the tree beyond the construction zone of the Arboretum’s Sterling Morton Library expansion and renovation.

The move took about 30 minutes, but the preparation began last spring, according to Gary Watson, plant physiologist at the arboretum. A team of specialized contractors excavated the elm’s root system when cooler temperatures minimized the stress. "The most challenging part of moving a tree is keeping the tree’s root system as intact as possible," Watson said. "After excavation, the elm’s root system, which could have spread 60 feet, was condensed to a 12-foot diameter root ball."

The tree is now in its new location and its root ball will remain protected until the library renovation is completed this winter. Then it will be monitored for three to four years. "It will take a long time for the tree to reestablish its root system," Watson said.

The Accolade elm is a hybrid Morton Arboretum began to explore in the 1970s because of its ability to withstand Dutch elm disease. "This tree has endured over 20 years of Dutch elm disease blights in the area and remains strong," Watson said.

USDA Donating Trees

Agriculture Secretary Dan Glickman recently urged a national effort to plant more trees in urban areas. As a first step, he announced that USDA will contribute 100 historic trees to each state’s capital city and to the District of Columbia to help create Millennium Groves. Glickman said USDA will work with state officials to "design a grove and choose trees that reflect the unique character of the state."

"Urban trees provide important environmental and economic benefits. They help clean our water and our air. They can help draw tourists and boost real estate values in American cities," Glickman said.

In a speech to the National Urban Forest Conference, Glickman said he is asking each governor to establish a Millennium Grove and to work with USDA on efforts to expand urban green space. Glickman also announced that he is asking Congress to permanently authorize the Urban and Community Forestry Program through the Land and Water Conservation Fund, no longer leaving the program at the mercy of the whims of the appropriations process. Last year, this program provided technical assistance and community-based grants to over 10,000 communities to promote urban greenery.

The de-greening of America has been something of a "stealth phenomenon," said Glickman. "Around Puget Sound, more than half the land has less than 20 percent tree-canopy coverage, compared to only a quarter of the land in the early 1960s. Metropolitan Atlanta has lost over 60 percent of its tree-cover over the last 25 years.

Working together, USDA and other Federal agencies are helping local officials and citizens in 13 cities solve urban environmental problems, part of the Urban Resources Partnership. In Seattle, for example, local government is working with residents, community groups, and non-profits youth conservation corps and local businesses to re-green the banks of the Duwamish River and protect endangered salmon populations. For additional information contact Keven Kennedy, 202-720-7173.

Busy Season for Davey

The Davey Tree Expert Company recently acquired Caldwell Tree, an Austin, Texas-based tree company with an excellent reputation and strong customer base. The acquisition of Caldwell Tree, a residential tree company founded in 1932, will further the growth of Davey in the Austin market and beyond, said Gordon Ober, vice president of new ventures. "Caldwell Tree will be a good combination with our current office in Austin which opened a year ago."

When Earl Caldwell founded the tree company in 1932, he was an instructor at the Davey Institute of Tree Sciences.

In other news, Davey recently held an Advanced Arborists training session in Detroit, Mich. The session allowed participants to try out and evaluate new climbing techniques and equipment. The participants at the session were: Back Row (Left to Right) Tim Jackson (Instructor), Raymond Jennings, Jeff Hayes, Robert Kling and Mark Pietrowski. Front Row (Left to Right) Ed Bennet, Pete Diehl, Jack Jacques, Darin Elle and Duane Stevenson (Instructor).
New Mulch Standards

The National Bark and Soil Producers Association (NBSPA) has announced its consolidation and revision of industry standards for horticultural mulches, consumer potting soils, commercial growing media and related products.

The revised document was drafted by the association's Standards Committee in preparation for a major launch of an industry-wide voluntary product certification program schedules for the latter portion of 2000. The consolidated document incorporates both industry standards and state regulatory guidelines.

As part of its standards-making process, the NBSPA invites public comment on the consolidated standards document prior to submitting a final version for adoption by its membership in February 2000. A copy of the document may be found on the association's Web site at www.nbspa.org. Any party interested in submitting comments should address them by e-mail to execdir@nbspa.org or in writing to NBSPA, 10210 Leatherleaf Ct., Manassas, VA 20111-4245.

Zerfoss OPEI Chairman

Dave Zerfoss, president of Husqvarna, was elected Chairman of the Outdoor Power Equipment Institution (OPEI) at the June 24 Annual Meeting of the Association. Zerfoss has been an active member of OPEI since 1993, serving on numerous committees on behalf of Husqvarna. Zerfoss is also past chairman of PPEMA and is an active member of many other organizations.

Husqvarna also announced that it has purchased the turf care assets of Yazoo/Kees, a North American manufacturer and distributor of landscape maintenance equipment.

The turf care business of Yazoo/Kees has been a stable force in the market for many years. Husqvarna intends to market the Yazoo/Kees brand through its current and existing dealers and distributor network until at least June 30, 2000. This acquisitions creates a complete line of offerings for Husqvarna for all lawn and garden and commercial needs—everything from professional trimmers to commercial mowers.

New Forestry Institute

Every year, each American uses enough paper and wood products to equal a 100-foot tall tree, 16 inches in diameter. That demand is projected to rise.

"1999 is the time to merge trees and biotechnology in ways we haven't done before," said Robert B. Jordan III, president of Jordan Lumber and former North Carolina lieutenant governor. The North Carolina Biotechnology Center created the Advisory Committee on Forest Biotechnology, chaired by Jordan and consisting of 28 forestry industry representatives, government officials and university researchers. Two recommendations from the committee were to create the American Institute of Forest Biotechnology, a nonprofit corporation located in North Carolina which will fund research and address societal issues and to strengthen the extensive forest biotechnology program at North Carolina State University. For more information contact Steve Burke or Barry Teater of the North Carolina Biotechnology Center at 919-541-9366.

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TREE CARE INDUSTRY - DECEMBER 1999
Shindaiwa introduced its new SP300 3-gallon backpack sprayer sized for the typical landscaper application of 1.5 to 2.0 gallons. Its light, UV-resistant, polyethylene tank is the optimum size for most landscapers. Its concave contour fits the operator’s back and the adjustable padded straps help ease shoulder strain. The easy-to-read fill scale measures both gallons and liters, and the large tank mouth simplifies both loading and cleaning. It has a convenient built-in carrying handle. A high-efficiency piston pump with built-in agitator promotes mixing and cuts operator effort. Durable Vitron seals resist chemicals and eliminate leaks. The 4-chamber, reinforced nylon spray lance, with a trigger valve, is field serviceable. The dry weight is 9.7 pounds, load capacity is 3.0 gallons, operating pressure range is 15-65 psi. and it’s warrantied for a full year. Measuring cup, field service kit and extra nozzles are included at purchase. For more information about Shindaiwa products, check their Web site at www.shindaiwa.com or call 503-692-3070.

STIHL has introduced the Magnum Series protective apparel line. The chaps are made with durable Cordura nylon and nine layers of Engtex patented chain saw protective material. This material offers 50 percent more protection than previous lines of protective apparel. The items available with STIHL Magnum™ level of protection are chain saw protective apron chaps, wrap chaps, denim pants, and denim leggings. These products exceed the OSHA Reg. 1910.266 requirement for personal protective equipment. For more information call 1-800 G0 STIHL (1-800-467-8445).

Bandit Industries, Inc. has made a series of improvements to their Model 3680 Beast Recycler. It uses multiple teeth of different types at one time to maximize performance. Three new teeth are now available. Two feature different types of welded impregnated carbide; one providing a grinding action and the second a cutting action. The third provides strong cutting action. All provide some protection from ungrindables. Bandit offers new higher horsepower engines: a 500 hp, 6125 John Deere diesel; a 475 hp, M14 Cummins diesel; and a 475 hp, 3406E Caterpillar diesel. A hydraulic winch makes changing the screens easier and less time-consuming. The unit reduces a multitude of materials including green waste, logging and sawmill waste, construction and demolition debris, shingle waste, railroad ties and telephone poles to uniform pieces. The end product is ideal for mulch, compost, fuel for wood-fired boilers and animal bedding. For more information contact, Bandit Industries, Inc at 6750 Millbrook Road, Remus, MI 49340 or call 800-952-0178.

Miller Machine Works’ new Pro 100, mechanically PTO driven, three-point, hitch-mounted stump grinding attachment for tractors from 70 to 120 hp, fills the 100 hp gap in the company’s nine model product line. The Pro 100 is essentially an enhanced version of the Pro 75 stump grinding attachment. Using a 1000 rpm PTO drive, power is transmitted via a double shaft, constant velocity system to an adjustable dry friction slip clutch coupled to the splined input shaft of the 90 degree bevel gearbox. The sealed, adjustable, oil-bath unit is larger than the Pro 75 to provide optimum cutter tooth surface foot-per-minute speed on an enlarged cutter wheel, and to accommodate the 1000 rpm input speed. The cutter wheel is Blanchard-ground and O.D. turned to spin exceptionally true. The company’s latest quad spiral-tooth pattern has been adopted for the Pro 100 cutter tooth arrangement. The 1 1/4-inch thick cutter wheel employs 32 carbide cutting teeth, swinging a 26-inch diameter. A standard weight package, five-foot backfill blade and 2 1/2-inch bore swing cylinders round out the modifications comprising the Pro 100. Also available in hydraulic drive with skidsteer main frame, this model becomes the Pro 75SS super skidsteer unit. For more information contact Miller Machine at 3390 E. Washington Ave, Frankfort, IN 46041 or call 765-659-1524.
Dynaweld tandem-axle, dual-wheel tags (five models, nine to 25 tons) carry standard features that are costly options on other trailers. They have dual wide flange, full pierced beams; full two inch thick (not nominal) 20-ft. long solid oak decks; Ziebart undercoating; waterproof modular wiring, plus lockable tool boxes; paintable steel shot-blasted, alkaline cleaned, primed and finish coated with name brand acrylic enamel and the lowest running heights for ease in loading and stability in transit. The dual wheel tags are available with tilt decks in six popular configurations. Dynaweld tags are adaptable. For example, the tilted with full-width gooseneck attaches to a semi-tractor, loads and unloads easily, with a "semi-trailer" upper deck for extra buckets and equipment. Another version has a gooseneck that hitches to a "third wheel" plate in the bed of a pickup truck. For more information, contact Dynaweld Incorporated at 800-551-4556.

Industrial Strength Cold Block from Jordan David, Horsham, Penn., is designed to protect workers against critical heat loss in frigid conditions while moisturizing the skin. Applied before exposure, it can reduce lost man-hours due to cold weather injuries such as hypothermia and frostbite. Once applied, workers will find that it accelerates the return of their skin to its normal temperature. The moisturizing agents reduce redness and the resulting chapping and chafing that occurs in frigid conditions. It is odorless, non-greasy and cleans up with soap and water. Available in a four-ounce bottle designed to last through the winter. MSDS sheets available upon request. For more information, contact Jordan David at 888-No-Slips (888-667-5477).

Because documented evidence shows that mycorrhiza are beneficial, fungi have become a very popular additive to all planting and transplanting. ROOTSinc has created M-ROOTS, a 25-pound bag of granular biostimulant with 12 species of Endo and Ecto Mycorrhizae. Using about one pound per inch root diameter, M-ROOTS provides plants with the root growth stimulant of the very popular dryROOTS plus the broadest range of mycorrhiza species available at a cost well below any other mycorrhizal inoculant on the market today. M-ROOTS is especially beneficial in assisting plants to get over the stress of transplanting, poor soil and extreme weather conditions. ROOTSinc, has created an entire line of horticultural, landscape and turf care products with formulas that are tailored to assist plants in achieving their optimum development with a reduction in the use of fertilizers and chemicals. For more information, call 800-342-6173.

Raven Industries introduced their polyethylene elliptical transport tanks, which are heavy duty with field-proven designs. They are ideal as nurse tanks and to transport fertilizer products. The low center of gravity allows for stability and easy access. Stainless-steel baffles are standard. Ribbed for extra strength, UV inhibitors protect against sunlight. The end flat spots allow for sparge agitation. There are no agitation "dead spots," and clean-out is easy. They are available in yellow or white. For more information, contact Raven Industries, Plastics Division, PO Box 5107, Sioux Falls, SD 57117-5107 or call 605-335-0143. Visit their Web site at www.ravenind.com.
Meetings such as the NAA’s Winter Management Conference are one of the best ways to make yourself known within your profession. Equally important, meetings are one of the best places to meet people who may help you become more successful. How? New contacts assist you in learning about successful management strategies and unique approaches to problem-solving. You will also discover innovations and forge new partnerships.

So, when you attend Winter Management Conference, don’t be a passive observer. Instead, use a few of these tips to start you on the road to new acquaintances and adventures:

♦ Compose your thoughts on paper. These need not be elaborate. Jot a few pages of your thoughts on current opportunities and obstacles in commercial arboriculture, legislative matters or other issues of pressing concern.
♦ Let colleagues know you’ll be there. Make telephone calls or send e-mails beforehand to people you want to meet.
♦ Join one of the NAA committees that will meet in Bermuda. Committee service is a great way to meet the people in commercial tree care, as well as the people they know.
♦ Look sharp. Don’t underestimate the importance of dressing well—even in a resort area such as Bermuda.
♦ Wear your business identification. You may feel strange wearing your badge around, but this will give others the opportunity to address you by name.
♦ Circulate your business cards. Give them to everyone you meet.
♦ Meet and greet the speakers. After a one-hour lecture, you can often glean important, detailed information for your business.
♦ When you arrive, find out who is in attendance. Use the attendance list provided to check off the people you want to meet.
♦ When you introduce yourself in person or during a lecture, offer your name, business name and, if appropriate, pertinent facts about your business.
♦ Listen to your peers. As you network, listen carefully for hints on what your peers are saying about the industry and their strategies. Don’t hesitate to join in the informal “chat” or “gossip” sessions.
♦ Offer your notes. If you’re a good note-taker, share them with staff when you return to work.

Always remember that one of the added benefits of Winter Management Conference is the opportunity to build new acquaintances. Before boarding the plane to Bermuda, build a personal networking plan for yourself and resolve to carry it out. The result: The people you meet may remain active in your circle of partners long after the meeting is over.

For more information on Winter Management Conference 2000 in Bermuda, call 800-733-2622.
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Money Matters in DC

Lawmakers are considering several issues that could directly impact the finances of commercial tree service firms and similar small businesses. Some of the issues are old and familiar, and some are new. As you read about them, please keep in mind that your opinion can make a difference. Consider writing or e-mailing to your Senator or Congressional Representative to let them know the effect that this proposed legislation would have on your business.

Ergonomics

OSHA's proposed Ergonomics Standard would adversely affect all state and federal workers' compensation systems. That is the opinion of the American Insurance Association (AIA) as well as UWC Inc., an employer and insurer advocacy group for workers' compensation.

The letter calls OSHA's draft ergonomics standard "especially troubling" because it intrudes into the area of injury compensation. The letter also contends that the proposed ergonomics standard will create a new federal workers' compensation scheme "contrary to the intent of the OSH Act." The new scheme will increase the cost of "alleged" job-related injuries.

OSHA, by statute, is charged with preventing workplace injuries and the OSH Act prohibits the agency from interfering with workers' comp. The proposed ergonomic regulation will require employers to pay for medical treatment and continue full wages and benefits when a worker reports a health condition that triggers the standard. As a result, the proposal will cross the line between prevention and compensation.

The letter also argues that the notices employers will have to provide warnings of possible ergonomics problems will stimulate additional comp. claims. Even claims without merit will impose significant administrative burdens on employers, insurers and state comp agencies.

SBA Loans

The two main SBA loan programs would be modified under a pair of bills that passed the House August 2.

HR 2615 would increase the maximum loan amount that the SBA could guarantee under its 7(a) program from $750,000 to $1 million. The guarantees help small businesses qualify for financing, including startup loans that they would not otherwise be able to get. In addition, the bill would impose fees on borrowers who prepay certain loans within the first three years. The total loan amount that could be made under the 7(a) program would be capped at $2 million.

HR 2614 would bring some similar changes to the Section 504 program that guarantees small business loans for property or buildings.

The two bills were approved by the House Small Business Committee on July 29 and were referred to the Senate Committee on Small Business, where they remain.

Minimum Wage

The Senate and the House Ways and Means Committee have voted in favor of proposal that would raise the minimum wage over a period of three years.

The Senate bill, which was approved by a mostly party line 54-44 margin, includes $75 million in tax cuts over 10 years. This proposal was voted on as an amendment to a bankruptcy reform measure that has not been acted upon yet by the Senate. Notable provisions in the Senate bill include favorable pension reform.

The minimum wage hike passed by the House Ways and Means Committee and reported out to Congress on November 11 amends the Fair Labor Standards Act of 1938. It calls for an increase the Federal minimum wage, currently $5.15/hour, to $5.48/hour beginning on April 1, 2000. The bill calls for further increases to $5.81/hour in 2001 and $6.15/hour in 2002. The bill also includes a package of pension provisions that would increase annual caps among numerous tax cuts and other provisions.

Peter Gerstenberger is director of business management, safety & education for the National Arborist Association.
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TREE PITHY POINTS
Brief messages on tree biology, tree care, and philosophy

"Don't trust anybody who does not read the comics in the newspaper."

"You cannot inoculate soils with mycorrhizae. Mycorrhizae are organs made up of tree and fungus tissues. You can inoculate soils with the fungi that infect roots to form mycorrhizae."

"The six molecules that dominate life are glucose, water, carbon dioxide, oxygen ammonia, and carbonic acid. Every 'green' person should know something about them."

Summarizing a book with 950 "pithy points" isn't easy. Some concern tree care, others focus on the internal processes of trees. Still others comment upon children, dogs, guns, music, life, death and happiness. Perhaps the best way to describe this book is as coming from someone who does recognize the forest for the trees.

In his latest book, Shigo continues his crusade, albeit in more "pithy" form, against many of the same demons, malpractices and misconceptions he has lectured and written about for years. From trunk wraps to improper staking, poor nursery stock, malpruning and inaccurate definitions, he sets out to summarize, preach and amuse.

No one in society is more revered than a sage or teacher, yet few are as reviled in their time as prophets who teach what the people do not wish to hear. From Galileo to Copernicus, Pasteur to da Vinci, scientists who take on the well-accepted beliefs of the establishment are in for a lifelong (sometimes shortened violently) struggle for vindication.

Shigo clearly sees similarities between the treatment of scientific trailblazers in history and his own crusade for a radical change in tree care practices. From flush cuts and wound paint to C.O.D.I.T. and too-frequent fertilization, he has waged a largely successful battle to educate researchers, arborists and tree care company owners on proper practices. Though the battle continues in some scientific areas—and some retrograde arborists insist on wound paint—the arboriculture establishment has welcomed Shigo in from the wilderness.

He saves the sharpest arrows in his quiver for researchers who have a financial incentive in the outcome of their work. While he is kind (somewhat) to those who practice improper care through ignorance, he has little patience or respect for scientists whose objectivity he calls into question—lured by the siren of commercial application.

But TREE PITHY POINTS is more than a short book on trees. As noted in the title,
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Writing Budgets That Work

By Mary McVicker

We all know that effective budgeting can make the difference between business survival and going under. Unfortunately, budgeting has received such bad press that many arborists and managers dread the budgeting process.

One problem is that budgeting seems unproductive. It requires a lot of effort that’s not going toward bringing in money. A budget, by itself, is not income producing. Furthermore, budgets often don’t work—although it’s important to keep in mind that this doesn’t mean that they can’t work. Budgets don’t work for a number of reasons. These pitfalls are easy to avoid once you’re aware of them.

Basic framework

A cash budget is also known as a cash-flow forecast, cash-flow projection or cash forecast. Whatever term is used, the budget lists money that the business anticipates receiving, then allocates that money. Budgets can have different formats, but they all show essentially the same thing.

A budget should cover at least a year, month by month, in detail. Some businesses make a detailed projection for 18 months to two years at a time. If your business is changing rapidly, you may find it more appropriate to budget only a year at a time in detail, with summary forecasts beyond a year. For instance, Year Two may show the budget by quarters summarizing three months at a time.

Budgets don’t need to be complicated to work well; a simple budget can be effective. And you don’t need great financial expertise or the latest (expensive) computer program to write a budget that works.

In the long run, a budget works only because someone works with it. A budget is a ‘living’ document, not a historical archive or an idealized view of how the business should run.
Making budgets work

Some of these points may seem painfully obvious to tree care company owners who have been struggling with budgets for years, but they represent pitfalls that can be surprisingly easy to fall into.

♦ Know where your money goes. The previous year’s spending is an excellent starting point. Begin with a very detailed list of expenditures for the year. In your final budget, you’ll probably combine some spending categories, but at this point you need the detail. If anything, err on the side of too much detail.

♦ Keep budget amounts realistic. There’s a temptation to be overly hopeful or optimistic in budgeting. You might wish that the business could reduce its expenses by 20 percent, but that simply may not be possible. If you’re planning a reduction in certain expenses or an increase in revenue, know exactly how that will occur before you enter it into your budget. Writing down that you will reduce maintenance or overtime costs by 20 percent isn’t enough. Cutting down on a particular expense only works if there’s a “plan” for reducing the expenditure. Don’t simply insert a smaller amount in the budget; changing spending patterns requires a strategy. Keep in mind that some spending patterns may not (or cannot) be changed.

♦ Don’t make all budget decisions solely on the basis of the dollars involved. These decisions have to make sense with everything else that’s going on in the business. For instance, cutting back on employee training expense doesn’t make sense when it means employees won’t be working as efficiently—or they will be abusing your equipment due to ignorance. Slashing “office expenses” can be a disaster if the result is chaos in the bookkeeping department.

♦ Avoid large, general categories. Categories such as “Petty Cash” and “Miscellaneous” are the proverbial leak in the dike when it comes to budgeting. “Petty Cash” should be just that—petty. And “Miscellaneous” should reflect expenses that are one-time or occasional, and aren’t for a significant amount of money.

In some businesses, occasional expenses under $50 are Petty Cash, occasional expenses between $50 and $400 are Miscellaneous, and expenses over $400 are specifically identified in the budget. Cut-off points will vary according to the size of the business and the amount of detail the manager needs to track. The particular cut-off points don’t matter as much as the fact that items need to be accounted for in an organized fashion.

Categories such as “Office” or “Maintenance” may not provide enough detail about what the expenditures are buying. A good rule of thumb is that when a general category exceeds a certain percentage of total expenses, some of the expenses in that category need to be shown separately. The percentage will vary according to the tightness of the cash flow and the manager’s preference for detail. In a budget of $200,000, for instance, the percentage for
one business might be two percent ($4,000), while for another it might be doubled. Regardless of the percentage that triggers a separate category, money must be accounted for, whether it’s a separate budget item or noted in detail in follow-up reports.

- Show seasonal fluctuations in the budget. This is the downfall of many tree care companies. Revenues and expenses can vary widely according to the selling and buying patterns of the business. Consider your business’ pattern over several years, and be conservative for the lean months.

- Build flexibility into the budget. Unexpected expenses can wreck a budget. A budget that’s too rigid isn’t going to have the flexibility you need when variations occur. Estimating expenses on the high side and revenue on the low side builds in some flexibility by giving the budget some cushion. But be aware that too much cushion makes a budget a less effective planning tool.

Businesses in a state of change or uncertainty (more so than usual, that is) should prepare alternative budgets: one for high sales, one for low sales, and one showing the most likely level. These allocations are a valuable resource for weathering the rough spots, and provide an effective planning tool for change. Although this sounds like a lot of work, the resulting flexibility and control is worth the effort.

- Budget for reserves. The importance of reserves in a business cannot be overstated. Reserves provide critical flexibility, particularly for tight times or for taking advantage of unexpected opportunities. While great windfalls of cash are ideal for creating reserves, the reality in most businesses is that reserves are created only by a slow, steady accumulation of small amounts of money.

- Recognize that the budgeting process takes time, energy and ongoing attention. Some estimates will prove wrong and need to be revised. Other factors may require changes: prices, inventories, personnel, and revenues (upward, one hopes).

- Keep the budget updated. As time passes, the one-year budget becomes a ten-month budget, then an eight-month budget, and so on. To keep your budget timely, you need to add to it every three or four months. Otherwise you can end up with a budget that covers only one month, and no realistic idea of what happens next.

A working budget

In the long run, a budget works only because someone works with it. A budget is a “living” document, not a historical archive or an idealized view of how the business should run. The budget should be analyzed at least monthly, more often in some businesses. Someone needs to compare actual expenses with the budgeted amounts.

After the comparison comes the critical step—analyzing the differences between budgeted figures and actual figures. This is the main point of budgeting. A significant discrepancy or variance needs to be explained. You may need to revise the budget, especially if the variance reflects:

1. a long-term change;
2. an unexpected significant event;
3. an assumption that wasn’t accurate.

For instance, if sales were projected to increase five percent and the actual figures show only a 3.5 percent increase, sales forecasts and expenses may also have to be adjusted to compensate for lower cash flow.

Tabulating the figures and making the comparisons every month can be time consuming. A company owner often ends up spending a lot of time on the budget without doing any real cash management. The boredom factor becomes a problem as well. After spending several hours tabulating numbers, no one is going to approach the analysis with a fresh outlook—and the analysis is the crux of the matter. Delegate
the clerical parts, if possible, and invest in software that cuts down the time spent on clerical details.

**Budgeting by discrepancies**

Focusing on the discrepancies is one of the most effective systems for managing a budget. Not all discrepancies are significant. As the owner, if you delegate routine clerical details, you still need guidelines to indicate which discrepancies are minor and which are worth notice. For example:

- ✓ “I want to see discrepancies over five percent.”
- ✓ “If we’re within a hundred dollars, don’t bother me.”
- ✓ “If an account shows a discrepancy three months running, I want to know it, no matter how small the amounts are.”
- ✓ “I want to see any cumulative discrepancies that are over five percent of the cumulative amount budgeted.”

These guidelines will vary according to the size of the business, personal preference of the manager, and special circumstances in the business. For instance, if there’s a question about disappearance of office supplies, the manager may want to see any discrepancies in budgeted amounts for “office supplies,” in addition to those discrepancies that fit the guidelines.

**Conclusion**

A cash budget is one of the most important management tools in business—it’s not an idealized statement of what someone wishes the business were doing, and it’s not an archive. It’s a working tool, and, like any tool, it needs to be used properly and cared for if it’s going to be effective.

Working on budgets may not produce direct revenue, but it’s one of the best investments of time and effort you can make in your business.

Mary McVicker was a tax attorney before leaving to teach and write. She has been a writer and small-business consultant for more than 15 years.
Drive Link (Side View) – Pitch can be measured and model numbers recorded by looking at the side of the chain loop.

The width of the drive link, in inches, is designated as the gauge of the chain.

The gauge of the bar rail should match the gauge of the drive link on the saw chain loop.

During training sessions, I often repeat the saying, “It doesn’t make a difference how big a saw you have, if your chain is not right, you’re working too hard.” Maintaining your saw chain is a full-time job for the chain saw operator. It seems there is always filing or grinding to be done.

With so many types, sizes, grinds and lengths of chain and guide bar combinations, it is a wonder we ever get these things to cut wood. Every style of saw has a different angle or setting to consider. In a previous article, we discussed the five parts of the saw tooth—depth gauge, point, side plate angle, top plate angle and top plate chisel angle—which must be understood before one can sharpen any type of chain. There are other factors involved, too, but these are the critical areas to producing a sharp saw tooth. With all the different chains on the market today, how do you begin? Recognizing some of the saw chains can simplify the process a little. Saw chain is divided by three measurements—pitch, gauge and length.

**Pitch**

Pitch such as 1/4 inch, .325 inch, 3/8 inch, .404 inch are all measurements that designate what drive sprocket and bar tip sprocket size the chain will fit. Pitch is determined by looking at a chain loop and measuring across three rivets, then dividing that measurement by two.

Quarter-pitch chain is almost extinct, replaced by extended pitch three-eighths. You will find these sizes on smaller chain saws used for light work or climbing. The newest versions of extended pitch three-eighths saw chain are very fast cutting, yet smooth, and generally have the lowest potential for reactive force injury. The low profile allows the chain to track smoothly around the smallest of guide bar tips. A smaller bar tip radius offers less area for a tip reaction, and it provides a very versatile saw for limbing and pruning in the treetop.

**Gauge**

Gauge is the dimension associated with the width of the guide bar channel and the thickness of the drive link. The saw chain and guide bar gauge is usually one of three measurements: .050 inch, .058 inch or .063 inch. Saw chain was originally produced in these three gauges to facilitate a progression of wear. As the
Dick Miller's years as a tree man have taught him a lot about trees and how to help you help them.

**Widened depth gauges on new designs reduce reactive forces.**

Bar channel wears, operators would simply increase the drive link gauge size on the next chain they purchased. Since the guide bar is the most expensive part of the combination, this progression process allowed the bar to last much longer in the cycle.

Since today's saws feature faster turning chain, wear on the bar leads most arborists to throw them away. Going to a heavier chain gauge doesn't happen very often anymore. When worn, the bar is simply replaced. The gauge of the bar and chain became an essential element in manufacturers' marketing strategies.

Manufacturers sometimes use heavier drive link gauges now, but for other reasons. Some saws are equipped with .058 inch or .063 inch drive links to improve chain strength. The heavier link is thicker, of course, so the rivet and drive link offer more surface for tracking on the sprockets. This helps the chain handle the power and speed of today's saw powerheads.

**Length**

Arborists usually decide which chain saws to purchase by bar and chain length. This really shouldn't be the case. The power unit should be selected for its application ability, weight, power, durability and ease of maintenance. The bar and chain should be matched to the task, such as wood type and size.

The question I am asked most often at chain saw clinics or field days concerns saw chain. Operators want to know which chain best fits their saw. They also look for answers on how may drive links it takes to match the bar.

Chain should be purchased by the link—count the drive links necessary to loop the bar and drive sprocket. Three-eighths saw chains to fit a typical 16-inch guide bar will usually have 60 drive links. A 20-inch guide bar would host 72 drives. So, if you are going to purchase an Oregon brand 3/8-inch pitch, .050-inch gauge saw chain to fit a 20-inch bar, you would ask for a 72(?) – 72E. (The question mark (?) would be replaced with letters to designate the chain tooth style.)

The above information regarding pitch, gauge and length is relative throughout the industry. You can spend a lot of time on the part number, tooth type and spacing designation. I will offer a few thoughts regarding tooth types and configurations to assist you in your chain selection.

**This one's for you...**

How do you know what to buy in tooth configuration or chain type? First, consider the question of round or chisel grind. Then, decide on a semi- or full-skip tooth configuration. Finally, and probably one of the most important considerations when purchasing saw chain for a multi-tasking crew, research to find what the saw manufacturer recommends.
Regarding "reduced reactive forces" features.

**Reduced reactive forces**

Saw chains are available in reduced reactive force versions. These chains either have elongated depth gauges, broadened depth gauges, or incorporate links in front of the tooth to reduce the chances of kickback. These links will not eliminate the forces, but they do water them down a bit. New crew members, those who use chain saws only occasionally, or professionals involved in operations where awkward positions are frequent, may want to look at the use of this chain version. Safety should always be an important part of the purchase decision.

**Round versus square**

In our training, we show a chain design which is new to many. Loggers in the West call this design chisel-bit or square-ground saw chain. This chain is actually one of the oldest designs, but it didn't take off too well in the early years in the East. I think a lot can be attributed to sawyers not wanting to take the time to try something different.

The square-ground tooth is most similar to the functions of the V-tool used in wood carving. The channel in the tooth forms a chip with much less resistance. In turn, the tooth produces a faster and smoother cut because it also requires less tooth top movement with its 15 to 20 degree top-plate angle. As a result, the tooth tracks much narrower in the kerf. The square-ground tooth is not for every application but, if you are a professional user and have had some training, it can be a very smart addition to your bag of saw tricks. The standard round-filed chain is similar to a gouge used to remove wood fiber in carving.

Snaggle tooth

After reading my explanation about square saw chain, you might think I'm crazy. Nevertheless, I'll take one step further out there to describe the preference some sawyers have for chain with fewer teeth. How can fewer teeth produce more? The semi- or full-skip tooth configurations, which I call "Snaggle Tooth," were originally assembled out West to assist with chip removal in long-bar conditions. The longer spacing between the teeth allowed for chips to be expelled—instead of re-cut—in those long, 60-inch bar kerfs. Not many of those large bars are out there running in the field of arboriculture today, but even in 20-inch to 30-inch cuts, the saws of today produce a lot higher chain speed. Much like the big saws of old, the higher speeds can sometimes produce a similar chip-chopping tendency. In soft fibers of pine and poplar where you find your saw stalling because the bar and chain are filling up with chips, the snaggle tooth chain may afford an advantage to your production. If nothing else, it has fewer teeth to sharpen at any given session. Surprisingly, it really doesn't dull any faster either—assuming the rock you hit isn't too hard.

Selected the chain. Now, what to run it around ...

In addition to length, guide bars today have several configurations you should consider. There are hardened-tip guide bars and sprocket-tip styles in laminated or replaceable-tip
What would you like to learn today?
configurations. In their respective maintenance life, each style offers chain saw operators a chain track for any application.

**Hard-nose**

Solid-tip—or more commonly, hard-nosed guide bars—have been around since dirt, which just happens to be where they excel. Hard-nosed guide bars work best in really dirty conditions where wood has been pulled through the mud before cutting. Solid tips are hardened by applying a welded (beaded) surface in the wear area of the tip. Stellite, Studite or Titanium is usually brazed on to the tip area.

**Replaceable sprocket-nose**

Most solid noses are being replaced by new technology sprocket tips. These sprocket bar tips offer a lot less friction and wear in the tip area and allow for the chain to be run much tighter. Wear is greatly reduced and the sprocket tip facilitates the use of the bar tip in bore or plunging techniques.

**Laminated sprocket-nose**

This bar has characteristics similar to the sprocket tip discussed above, but it usually costs less. These bars consist of three pieces of thin metal and sprockets, which are laminated together and then spot welded to form a very flexible, guide bar configuration. They usually weigh less when added to the saw, and are a lot lighter on the wallet.

Look over the pictures that accompany this article. You can see there is a lot to consider. At the same time, choosing the right type of saw chain and guide bar is easy when based on your saw use and applications.

*If you have any questions or are interested in knowing more about the information in this article, contact Forest Applications Training, Inc., PO Box 1048, Hiram, GA 30141. You can also see what Forest Applications Training is all about on their website at http://www.forestapps.com and can e-mail questions to info@forestapps.com.*
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Using Nonverbal Cues to Build Relationships

By Arthur H. Bell, Ph.D

One of your people sits down to work with a new client or co-worker and you can almost hear violins in the background. Good vibes are roasting on an open fire. The matter at hand goes well and begins or continues a warm, professional relationship.

Another member of your team meets with a new client or co-worker and you can cut the tension with a knife. They spar over trivial points as tempers rise. Both participants shift uneasily in their chairs; their eyes seldom meet. Not surprisingly, the matter at hand crashes, as does the business relationship.

What makes the difference in these two conversations? Probably more than the words, according to three decades of research into the power of nonverbal communication. Messages sent by eyes, facial expressions, gestures, posture and the like create more than half of total communication.

Prove it to yourself. Recall the last time you returned an article of clothing or other item for refund or credit. Was it the clerk's words alone, "Yes, we'll exchange it," or the clerk's icy glare, shrugged shoulders and exasperated expression that created a lasting impression of the moment and merchant?

In new employee orientation sessions, the president of a large East Coast consulting company regularly demonstrates the power and importance of nonverbal cues in this way. Raising his right hand, he touches his pointer finger to his thumb to form a circle, then asks new employees in the session to do likewise. When everyone has a finger-thumb circle formed, the president tells those assembled to touch that circle to their chin—but as he does so, he touches his own finger-thumb circle to his cheek.

You guessed it. About 80 percent of the
group followed what they see the president do (touch his cheek) rather than following what they hear ("touch your chin"). The nonverbal cues consistently trump the verbal signals. "When your words conflict with your nonverbals," the president sums up, "your client or co-worker will believe the message sent by your nonverbals."

You may know everything there is to know about caring for trees, but if you can't communicate your knowledge and enthusiasm to clients or employees, your business success will be affected.

Eight easy-to-master nonverbal skills

The following techniques are not intended to create awkward or artificial behavior in your repertoire of interpersonal skills. Nonverbal cues must be natural and sincere. In the flow of conversation, no one can consciously pull all the strings of his or her own eyebrows, facial muscles, head angle and all the other aspects of nonverbal communication. We're not puppets nor can we be our own puppet-masters.

We can, however, become more aware of eight crucial aspects of nonverbal behavior for professional success. By observing these powerful communicators in others and in ourselves, we can integrate these skills into our natural interpersonal communication with co-workers and clients.

1. Sustain eye contact

Eyes that flit nervously ("rabbit eyes") from table to ceiling to shoes to walls communicate discomfort, lack of confidence and impatience. Look into your client's eyes in an honest, accepting way. Try to sustain that contact for three or four seconds before looking away to the product or project before you. Then return for more sustained eye contact. You're not glaring or staring. Instead, you are expressing through your direct eye contact that you are comfortable with your client and confident in yourself. An additional benefit of sustained eye contact is the valuable information you can gain from looking into the person's eyes. You can spot signs of approval, doubt or ambivalence well before the person verbalizes those feelings.

2. Square your shoulders to the client

The most significant portions of interpersonal conversation are best conducted with your shoulders "square" to the other person rather than at an angle. By positioning yourself with square shoulders toward the other person, you communicate seriousness of purpose and undivided attention. This posture is conducive in leading conversation toward decision-making. Slanted shoulder angles invite digression, indecision and postponement. By analogy, keep a football lineman in mind. If he turns sideways toward opposing players, they will slip by.

3. Express interest while listening

If your face remains immobile when listening to your client, he or she will probably conclude that you are noncommittal or even negative about what you're hearing. Your neutral expressions, in other words, are interpreted as "half empty" rather than "half full." Use nods, smiles, raised eyebrows, quiet "uh-huh's" and
other appropriate sounds to show you are following what the client is saying and are deeply interested. Being a good listener involves activity on your part, not passivity, as the other person speaks.

4. Hold hands high

Gestures dramatically increase the impact of your communication with others. The lower those gestures occur on the body (for example, at the waist level when standing or at table level when sitting), the less their energy and influence. Raise your gestures to the “TV screen” region that includes your face and upper shoulders. When your hands are gesturing in this area, the client can look you in the eye while simultaneously being influenced by the shaping, interpreting movements of your hands.

5. Handle the product or project

Whenever possible, hold, touch, run your fingers across, or otherwise make physical contact with the proposal, product, spec sheet or physical landscape before you. These motions demonstrate your subliminal bond to and passion for the project—and lead the client to feel similarly. By contrast, if you remain physically aloof and separate from the product or project, you may communicate emotional distance from your work.

6. Move with a new idea

In writing, we know when one idea concludes and a new one begins by paragraph markings. But in oral conversation, what lets your client know that you’ve wrapped up one point and are moving on to the next? We’ve all sat through meetings where the speaker appears to ramble on without meaningful organization or breaks between main ideas. You can create visual paragraphs in your conversation by physically moving (your position in the chair, your hands on the table, your location in the yard) as you pause between one idea and the next. This visual break signals an opportunity for the client to comment and question—in effect, to participate with you instead of simply listening to you.

7. Control distracting sounds and movements

Twisting a ring on your finger, drumming a pen on the table, playing with a ringlet of hair or earring and picking at fingernails are part of the Ballet of Distraction that undercuts credibility and professionalism. If you aren’t conscious of your own favorite distracters, ask a friend to watch the inspiring dance of eyes, hands, expressions and movements.

In writing, we know when one idea concludes and a new one begins by paragraph markings. But in oral conversation, what lets your client know that you’ve wrapped up one point and are moving on to the next? We’ve all sat through meetings where the speaker appears to ramble on without meaningful organization or breaks between main ideas. You can create visual paragraphs in your conversation by physically moving (your position in the chair, your hands on the table, your location in the yard) as you pause between one idea and the next. This visual break signals an opportunity for the client to comment and question—in effect, to participate with you instead of simply listening to you.

8. Use the power of silence

Mozart was once complimented by a prince for the “beauty of the notes you’ve chosen.” With typical impertinence, Mozart replied, “Sire, the beauty is not in the notes at all. It lies in the silence between the notes.” Similarly, the power in your conversations with clients and co-workers may lie more in the use and placement of meaningful silence than in a torrent of words. Let silence fall after you’ve made a major point. Give it time to sink in, and at the same time provide a window of opportunity for the client to respond. When asking for a decision, let silence fall after you’ve made your proposal. Don’t weaken your position by tag-on comments and compromising chat. Successful salespeople live by the credo that, after they give the price of the item, the “next one who speaks, loses.” If the salesperson says, “the price is $295,” he or she only weakens the proposal by then mumbling, “and it’s well worth the price” or “you won’t find it cheaper.” Well-used, silence sets the stage for action and decision-making. Silence announces eloquently that you’ve made your case and now rely on the other person to act or speak so that the negotiation can be concluded successfully.

Nonverbal cues and behaviors are the music that accompanies the bare words of your message. Listening closely to any popular song surely makes the point that the lyrics alone, “I love you, I love you, baby, baby, I love you, wah, wah,” fall flat without the music. If delivered only as words, our business messages can similarly be empty and sterile without the inspiring dance of eyes, hands, expressions and movements.

Several dozen useful Web sites containing research findings on and practical applications for nonverbal communication can be found at www.usfca.edu/fac-staff/bell/home.html.

Arthur H. Bell, Ph.D., is Professor of Management Communications at the McLaren School of Business, University of San Francisco. He welcomes your questions or comments, which can be sent to bell@usfca.edu.
In previous articles we discussed setting fertilization goals, analyzing the soil and plant tissue and determining application rates. In this article, we will continue with how to deliver prescription fertilization as a service.

After examining the plant for nutrient deficiency symptoms and other problems, determining fertilization goals, sampling the soil and/or foliage, submitting samples for analysis and receiving results, it is time to apply the necessary treatments. As with traditional fertilization, prescription fertilizers can be applied with a variety of equipment. If you are working with trees and shrubs surrounded by mulch or bare soil, surface application is the fastest method of application and requires the lowest cost equipment. Spreaders rapidly dispense granular or pelletized fertilizers over large areas. Smaller, shaker dispensers allow even and rapid distribution around shrubs and small trees. Pelletized fertilizers are easiest to surface apply, and they produce little dust—a benefit to the applicator. Spreaders and shakers must be calibrated to ensure proper application rates.

There are two methods of calibration. The first entails walking at a constant speed using a fixed spreader setting, collecting the dispensed fertilizer from a one square foot area, and weighing the fertilizer. This weight is multiplied by 1000 to determine the rate of application per 1000 square feet. The second, simpler method is to put the required amount of fertilizer into a spreader and distribute it evenly over the fertilization area, using as many passes as required to do the job.
Liquid application is more complicated and requires a significant equipment investment. The advantages of subsurface liquid fertilization include reduced runoff on slopes and fertilizer placement below many turf roots, which reduces competition for nutrients. When injected below mulch, the breakdown rate of mulch is not accelerated to the degree it would be with surface application. Liquids can also be drenched on the soil surface to speed application. However, when drench applications are made, care must be taken to avoid foliar contact.

Liquid application is calibrated by measuring the volume delivered in a specified amount of time at a fixed pressure. For example, a common application rate is one-half gallon per injection site. To determine the time required to deliver this volume, the injector is inserted into a clear plastic container and the time required to deliver the half-gallon is recorded. Similar procedures are used to calibrate drench equipment.

Sprayers developed for Integrated Pest Management services are usually ideal for prescription fertilization. Multiple tanks with varying capacities allow the selection of either a small tank for small jobs or a large tank for the big jobs. If tanks are equipped with mechanical agitation, suspension-grade fertilizers can easily be used. With sparge agitation, soluble materials are best.

Large, single-tank sprayers are not well adapted to prescription fertilization due to the variation in mixes that may be required from location to location.

Training requirements

Since prescription fertilization is more complicated than conventional fertilization, personnel providing the service will require a higher level of training. Prescription fertilization requires that technicians accurately calculate fertilization area, determine fertilizer requirements and make the calculations to convert from the soil or foliar nutrient level to the amount of fertilizer. The first two of these tasks are relatively easy. Fertilization area is the amount of soil surface from near the trunk...
to near the dripline. It can be paced off as a rectangle (length X width = area) or the radius can be measured to calculate the area (radius X radius X 3.14 = area). Selecting the material to use and calculating the application rates, covered in Part II of this series, is difficult unless clearly defined tables showing the rates are developed. Interpreting the tables and accurately measuring the fertilizer requires practice and patience.

Following through with the client and their trees

Even after the fertilizer has been applied, the job is not over. During the growing season, the plants should be inspected every three or four weeks after application in order to assess response. If the plant was severely deficient prior to treatment, the response should be obvious. Having a “before” photograph to share with the client will quickly convince them of the value of the service.

In cases where a severely deficient tree
Surface application may be preferred in some situations due to speed of application. Nitrogen works well when applied this way, but phosphorus may not. Products need to be selected carefully to avoid damage to ground cover plants.

During other seasons, tree response to fertilization may be slower. It is important to return on a timely basis to inspect the trees. Fall applications prior to fall color change will usually result in reduction of symptoms by the time new leaves expand in the spring.

The plant or soil should be resampled on a regular schedule to monitor nutrient loss and determine plant needs. Compilation of these records over a period of years will provide great insight into nutrient use and cycling on the site. This information can then be used to predict problems and treat them before they become obvious.

Conclusions

Prescription fertilization is the next frontier in tree and shrub fertilization. It has many benefits for both the plant and the environment. The overall effect will be a lowering of the amount of fertilizer used and an improvement in the health of the plant. While the process is more complicated and does require a higher level of technician training, the benefits certainly outweigh the costs.

The transition from traditional fertilization to prescription fertilization is anticipated to be much like the movement from cover sprays to Integrated Pest Management. It may look difficult at first, but with proper training it can and will be done by those who know the value of plant health care.

Dr. E. Thomas Smiley is a researcher with Bartlett Tree Research Laboratories in Charlotte, N.C.
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Report from the western front

By John Stepp

Skiing slightly over icy asphalt, my pickup crunched slowly to a halt on brittle frozen dirt. Overhead, red gum eucalyptus trees spread a frosted canopy of new leaves, amid ghostly gray dead limbs and twigs—casualties of last year's Australian red gum lerp psyllid invasion.

Nearly all 300,000 red gums in my three county area have been repeatedly defoliated by voracious psyllids. Weakened, the trees first developed twiggy dieback, then lost whole limbs. In between attacks, new leaves would sprout in random places throughout ravaged tree canopies. Some weakened trees were
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being eyed by the eucalyptus longhorned borer. Now a hard freeze was killing the succulent new growth. "What's next," I thought, "locusts and fiery hail!"

Red gum lerp psyllid (Glycaspis brimblecombii) invaded our shores a couple of years ago, arriving first in southern California. The infestation traveled fast. By last year, trees in northern California were under attack. The psyllid prefers to feed on red gums (Eucalyptus camaldulensis). Like an army of ravenous aphids, lerps feed by sucking the life fluids from leaves. Their excrement, "honeydew" is secreted on leaves. Unsightly sooty mold forms on this viscous sugar. Excess honeydew rains like sticky maple syrup, coating everything below. Affected leaves soon shrivel and fall; entire trees can be quickly denuded. Damaged eucalyptus stands provide ready fuel for fires in hot, dry California summers.

The nymph builds a tiny, white dome-shaped home of gums and resins. This home, or "lerp", resembles a tiny limpet shell, and renders the pest largely immune to canopy sprays. Adult psyllids are about 3 millimeters long, light green or yellow in color, and move by flying or hopping about. The tiny nymphs are so small that four of them lined up nose to tail barely cover the tip of a seven-millimeter pencil. Lerp psyllids reproduce and spread at an alarming rate. In spite of their diminutive size, large populations and successive generations can weaken and even kill large, healthy trees.

On Aug. 11, 1999, Dr. Don Dahiston of the University of California at Berkeley embarked on a search for a cure. Flying to Australia, he hoped to find a predator capable of controlling the unchecked red gum lerp psyllid California invasion. Dahiston, an entomologist, eventually gathered six different promising parasitic wasp species of the Psyllaphagus genus. Specimens were collected in Australia, from north of Sydney and Melbourne to south of Adelaide. Many difficulties were overcome in pursuit of the elusive dark, pepper-grain-sized wasps, including funding and numerous permit requirements.

Of the six species collected, one is a hopeful prospect. Female wasps deposit an egg through an ovipositor into each unchecked red gum lerp psyllid nymph. The nymph is consumed when the wasp egg hatches. As many as 20 Lerp nymphs may be parasitized by a single egg-laying female wasp.

The Psyllaphagus wasp is now in quarantine, and appears to be a specific parasite to the red gum lerp psyllid. Dahiston expects to obtain permission to release the wasp early next year. He anticipates actual releases to begin in the spring of 2000. Past parasitic wasp releases (Encarsia) have been successful in controlling both Eugenia psyllid and blue gum eucalyptus psyllid outbreaks in California. Dahiston expects similar results with the red gum lerp psyllid. Control may take several years, however.

In northern California, it was hoped that winter frost would help contain the psyllid. It has not. Instead, tender growth has been killed by frost, leaving many trees disfigured and in a severely weakened state. In southern California, successive generations of red gum lerp psyllids are defoliating whole forests of red gums eucalyptus. Many trees may need help to survive until the Psyllaphagus wasp can achieve control.

Recently, in Industry Hills, Calif., Dr. Lester C. Young, Ph.D., conducted a Red Gum Lerp Psyllid Study under the auspices of the California Polytechnic University. The study was conducted by Lester C. Young, Ph.D., Professor of Agricultural Biology at California Polytechnic University, Department of Horticulture/Plant & Soil Science, with 10 trees per test...
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C. Young of California Polytechnic University conducted clinical trials of two systemic insecticides for control of the lerp psyllid—Imicide (imidacloprid) and Metasystox R (oxydemetonmethyl). Young tested the micro-injection system put out by J.J. Mauget Company, which offers the chemicals under the brand names of Inject-A-Cide and Imicide.

A total of 40 trees at random sites were tested. Three injection treatments were evaluated, Imicide alone, Inject-A-Cide alone, and a combination of the two chemicals. After the trees were injected, numbers of live nymphs under random lerp domes were counted each week. Treated trees were compared with untreated trees. Leaf samples were taken weekly to check for red gum lerp psyllids and monthly to evaluate chemical residue.

Inject-A-Cide was active within one week, had the best initial knockdown, and was effective for six weeks. The combination treatment was active within one week, but only lasted for four weeks. Young suspects some sort of chemical incompatibility or uptake problem within the tree. Imicide injected alone provided the best overall control. The Imicide treatment was also active within one week, and is currently active after more than four months.

Young relates that beneficials will not be harmed by Imicide residues. The Imicide label includes use for control of psyllids, but you should check with your local Agricultural Commissioner. Imicide has been submitted for label amendments to specifically include the red gum lerp psyllid and the eucalyptus long-horn borer. Federal EPA registration amendments have already been completed.
Bayer Chemical Company reports that Dr. Gary Braness has completed research with Bayer's formulation of Imidacloprid, Merit 75 WSP. Merit gave long-term control of the red gum lerp psyllid. Merit is applied by soil injection with a commercial fertilizer-type injector, or soil drenching around the base of the tree. Use no fewer than four injection holes. Holes are spaced evenly around the base of the tree trunk, no more than 6 to 12 inches away. Maintain a low pressure for best distribution of the liquid into the treatment zone. For optimum control, keep the treated area moist for seven to ten days. Do not apply in waterlogged soil. It can take up to 60 days for the chemical to translocate to leaves.

A late winter application in California takes advantage of seasonal ground moisture to aid in chemical uptake. Merit should provide four to six months of protection. Supplemental use for control of eucalyptus long-horn borer and psyllids appears on the label. Federal application for specific supplemental labeling to control the red gum lerp psyllid was submitted on May 14, 1999. It seems that local Agricultural Commissioners are allowing application at this time, but check to be sure.

Imicide provides long-term red gum lerp psyllid control, assists biologicals and controls defoliation, sooty mold and honeydew. Imicide use will also reduce twig and limb dieback, fire hazard, freeze damage and tree mortality.

Until beneficiais are released and their effectiveness documented, we're fortunate to have the option of three different chemical delivery methods. Micro-injection may be used on stressed high-value trees, in even the most difficult-to-reach locations. Micro-injection knocks the psyllid down quickly, and puts all of the chemical directly into the tree. Soil injection formulations can be used for large numbers of infested trees that are accessible to equipment. Soil drenching is valuable for treating single or small numbers of isolated trees.

Imicide application for red gum lerp psyllid control is cost-effective, when weighed against the costs of tree trimming, removal and possible fire outbreaks.

Driving through my area, I noticed yellow and black honeybees droning among bunches of vibrant salmon, orange and pink Eucalyptus ficifolia flowers. Flowers emerged in bunches among glossy, dark-green foliage. Standing stark and damaged among the healthy trees, red gum eucalyptus waved dead leaves at passing freeway traffic. Never the beautiful cousin, red gum has always been the tough one. Able to survive with little water, and in poor soil, the red gum is a scrappy survivor, and a valuable tree. With a little help, it can overcome its greatest challenger, the tiny, ubiquitous, Australian red gum lerp psyllid.

John Stepp is an arborist and pest control advisor for the California Department of Transportation.

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Does your workplace seem to have more than its share of employee conflicts? You are not alone. When people work together, it seems there are always personality clashes ... hurt feelings ... imagined insults ... misunderstandings about who said what, when and to whom.

Workplace friction costs big money. Embittered employees usually take out their feelings on customers—who go straight to the competition. Important work activities slow to a crawl when irritated workers won’t cooperate with each other. In extreme cases, conflicted personnel deliberately sabotage your business.

While it’s vital to reduce the negative effects of workplace conflicts, you may feel uncomfortable patching up hurt feelings and bruised egos. There’s a big temptation to look the other way. The unhappy result: hidden feuds and disputes, which erode your profits.

“Conflict management is absolutely a bottom line issue for managers,” says Dr. Daniel Dana, president of the Dana Mediation Institute in Overland Park, Kan. “Good managers learn how to take action when workplace conflicts disrupt the business.”

Do it right and you keep people longer. Dana’s studies show that from 90 to 95 percent of all terminations are related to unresolved workplace conflicts.

How do you tame the dogs of workplace war? Here are some answers. In this article, psychologists show how to take the bite out of the most common workplace dogfights.

| **Conflict #1:** |
| Employees say they don’t like working with Joe because he is too abrasive. He barks orders in short, clipped statements, which invite little feedback. But because Joe gets things done fast, you like to assign him difficult jobs to complete with the help of others. |

Sound familiar? We ran this common situation by Stewart Levine, a mediation consultant in Alameda, Calif. “Joe falls into the category of a difficult person,” says Levine. “He exhibits aggressiveness and perhaps a little hostility when he interacts with other people.”

Don’t let this problem continue. “If I, as an employee, am angry with Joe and I have noisy internal chatter, I cannot be 100 percent present for my work. Take that and multiply it by the number of employees who have this problem and there’s a huge cost to your organization in terms of lost productivity.”

Here’s your suggested course of action. “Start sharing a little effective feedback with Joe,” suggests Levine. Schedule a private meeting to discuss what you are observing. Of course, that can be easier said than done. “Managers often avoid conversations such as this because they don’t know where to begin,” says Levine.

So just how do you approach Joe? “I would start by telling Joe about his behavior as it has been reported by individuals who work with him,” says Levine.

“Hey, Joe. Here is some information I am getting from a number of individuals who have been working with you over the past three months. I would like to get some feedback from you.”

“Emphasize that the information comes from others,” says Levine. “Be very careful to put your words in context. You are sharing this information not to call Joe on the carpet but so he can learn something so everyone can work together better. This is all about learning, not about making Joe wrong.”

Then give Joe the opportunity to respond. “Ask Joe what he can share about this,” says Levine. “Then suggest some things that Joe can learn by way of resources to improve his communication skills. These may be books, seminars or audiotapes.”

Finally, schedule a follow-up meeting. Here’s a suggested statement:

“Why don’t we meet in a month and let’s talk about what you have learned and how your skills are improving. In the meantime, I’ll talk with other folks you work with.”

You may be pleasantly surprised at Joe’s reaction to this initial meeting. “Sometimes people don’t know others are reacting to them in negative ways,” says Levine. “People are often thankful when that information is shared.” No one has ever told Joe how people feel about his management style. He is just being Joe.

**Bonus tip:** Build this attitude into your culture: “We don’t walk around here with deep feelings of conflict. We get to the bottom of things.”

| **Conflict #2:** |
| You knew Sam would be upset when you promoted Dave to crew leader three...
months ago. Even though Dave was more qualified, Sam had been bucking for the job for a long time.

Unfortunately, Sam’s hurt feelings seem to be getting a little out of hand. Just this morning you heard him tell a co-worker that Dave was given the promotion “just because he goes hunting with the owner.” You’re starting to worry: should you take Sam aside and counsel him?

Don’t be too quick to counsel Sam, says Erik J. Van Slyke, a principal with HR Alliance, a human resources consulting firm in Greensboro, N.C. While it may seem at first glance that Sam has a dispute with Dave or with your business, that’s not the case. “Sam’s real problem is with himself: he has not yet dealt with his emotions surrounding not getting the promotion,” says Van Slyke. “You need to realize that you are not responsible for solving Sam’s problem. If you intervene too soon, you teach Sam that he is not responsible for himself.”

Moreover, offering unsolicited advice can make Sam feel worse than before. If you approach Sam you are, in effect, telling him he is a problem. That escalates the issue. “If Sam is grumpy for awhile it’s not a problem, as long as it does not impact his relationship with others.”

The time to take action is when Sam’s performance starts to suffer or his interaction with other employees deteriorates. If this occurs, schedule a meeting with Sam, with the primary purpose of allowing him to open up and talk. Start by describing what you have recorded about Sam’s performance.

“Some people have complained about you, Sam. I imagine there are two sides to the story, but I have also noticed you are not the Sam I used to know. What’s up?”

“Immediately go into listening mode to let Sam open up and say what he needs to say,” says Van Slyke.

Understand that Sam feels disappointed. He wonders whether his contributions are valuable to the organization, and whether he is going to achieve his life’s goals.

In sessions such as these, Van Slyke recommends using what he calls the three Rs: repeating, rephrasing and reflecting.

When you repeat, you simply restate what Sam says in his own words. Example: “Dave was promoted because he gets together with the owner after hours.”

When you rephrase you recast what Sam says on an intellectual level: “You feel it is unfair because you have put in more years than Dave ...” This is posed on an intellectual level.

When you reflect, you reconstruct Sam’s statements on an emotional level: “It sounds as though you are pretty disappointed that you were not given the promotion.”

“The beauty of reflection is that it builds a bridge in the relationship between you and Sam,” says Van Slyke. “It’s one thing to understand intellectual content but another to understand emotions. Sam’s not sure what he is feeling. He knows he feels anger but he is also concerned about his future.” By reflecting, you show Sam that you care about what he is feeling. This encourages Sam to talk on his terms, not yours.

At some point you need to set up an action plan so Sam’s workplace performance will return to what it was. Place the task of finding a solution on Sam’s shoulders.

“I think I understand how you feel. You are justified from your perspective in feeling as you do and I am not asking you to feel differently. But I am asking you to make sure it doesn’t impact productivity.
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What suggestions do you have for keeping this problem from having a negative effect on your work?

Schedule another meeting down the road to follow up on the suggestions that Sam makes.

Conflict #3:
Peter, a fellow supervisor, openly criticized you in a recent meeting. For a while you stewed about this in private, but then realized that you needed to take action to keep something similar from happening again.

We ran this one by Ian Jacobsen, president of Jacobsen Consulting Group, Sunnyvale, Calif. "It's smart to confront this head on," he says. "When a conflict eats away at you it does no good. Even if it can't be resolved, the act of expressing how it has affected you makes you feel better."

Jacobsen suggests an approach like this:
"I need to talk with you for a few minutes about something that is bothering me. I've thought about it and decided it is better for us to discuss it than for me to let it eat away at me."

"This morning you criticized me in front of everyone. I understand how important this issue was to you, but criticizing me in front of others demeans me."

Then express what you consider to be an appropriate resolution:
"We can't turn the clock back, nor would it help for you to apologize to me before others. What I would like is your commitment that whenever you take issue with my actions you will talk with me in private. Can you live with that?"

Key point: In these situations state what happened, it's effect on you, and your desire to resolve the conflict.

Conflict #4:
Upper management now wants to encourage people to share power and to take active roles in decision-making. You are afraid that sharing power with people who report to you will be a disaster, since they have been exhibiting bad attitudes toward the business. And when your staff makes mistakes, you know who top management will blame— you.

“When organizations go through a cultural shift from a 'central command' management approach to a sharing of power, managers and supervisors are often caught in the middle," says Matt Kramer, president of Center for Dispute Resolution, Berkeley, Calif. "Part of the reason is that managers at the top of the pyramid are often not in touch with the reality of life in the workplace. As a middle manager you may feel stuck, without appreciation from either above or below. If you do not learn how to manage conflicts you will respond on a very personal level to everything that happens."

So just what does Mr. Kramer suggest?
“If the situation is not working for you, then it's probably not working for your employees as well," he offers. “Sit down with your employees in small groups and let them know you want to create a common vision with them.”

Kramer suggests an approach like this:
"I expect to learn as much from you as you learn from me. Let's start by learning what each person's vision is. Why are you here? What is your own role in your job?"

Then invite each staff member to offer guidance on how the work environment can change. Ask what needs to be done to reach their goals. What obstacles need to be taken out of their way?

“What would it take to make you feel as though you feel respected in your work?”

Another approach:
"I would like to see an environment that is improved. If your workplace could be any way you wanted it, what would be different? What should I be doing differently?"

Acknowledge they may harbor ill feelings toward you:
“Better.”

You will likely be surprised by the feedback. Maybe your employees have been so irritated by half of what you do that they cannot acknowledge the half they like.

A meeting like this will go a long way toward putting your staff back on a productive track. Make a list of specific recommendations, along with a timetable for bringing them into effect. For those recommendations that can be put in place by your staff, ask for volunteers. When people make a personal investment in change they feel empowered.

Conclusion
This article has covered four common workplace conflicts and how to handle them. Not every conflict can be resolved, but each can be managed. This can be done through communication with the individuals who are in conflict.

“People get very little training on how to deal with conflict," says consultant Jacobsen. “But you can be sure that disagreements will continue to arise. By just accepting that fact—and treating it as natural—you are in a much better position to do something about it.”
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Eastern Tent Caterpillar: the not-so-welcome harbinger of spring

By David M. Munson

Unlike the robin and the daffodil, the eastern tent caterpillar's emergence does not often inspire the poetic sentimentality so often associated with the first flush of spring. Though they rarely become severe enough to threaten the lives of the trees they affect, outbreaks of *Malacosoma americanum* (Fabricius) are a concern for homeowners because of their highly conspicuous, unsightly nests. Fortunately for the arborist, eastern tent caterpillars are relatively easy to control in most instances, and, with a basic understanding of the insect's biology, tree care workers can take direct steps to reduce the likelihood of future infestations...

For tree care professionals east of the Mississippi, dealing with complaints about emerging eastern tent caterpillars is something of a yearly ritual. In fact, calls from concerned homeowners are often so numerous in the spring that it becomes tempting to dismiss the clients' concerns as overreactions to a purely aesthetic problem. While it is true that infestations of the eastern tent caterpillar rarely lead to long-term health problems for trees, the insects' highly visible silken nests, abundant droppings and dispersal habits are serious concerns for potential clients. Addressing these concerns with accurate information and a sensible control program will help to keep customers satisfied and reduce future problems.

The eastern tent caterpillar, *Malacosoma americanum*, is a relatively common native moth species whose home range includes all states east of the Mississippi, as well as parts of southeastern Canada. The insect is easily identified in its larval stages by its distinctive white dorsal stripe, bluish body, and the white and black eye-like markings on each body seg-
The body surface is covered with many fine hairs of varying lengths, and the sides of the insect often display minute yellowish or orange markings. Eastern tent caterpillars are social insects, sharing responsibilities for nest building, foraging and defense in a colony populated by the offspring of a single adult female.

The colony’s nest, or tent, is a multi-layered silk structure that can be distinguished from that of most other tent-building caterpillars both by its time of appearance and location in the tree. Eastern tent caterpillars are some of the earliest insects to emerge in the spring, hatching from their egg cases in March or April near the time of bud break. Since the species produces only one generation per year, tents become apparent in April and May—well before most other caterpillars. In addition, *Malacosoma americanum* colonies build their tents at the crotches of the trees they inhabit, unlike many other tent-building caterpillars.

While the larvae begin building their silken shelters within days of emergence, they often remain undiscovered until many days or weeks have passed and their constant building and repair activities create a more obvious structure.

The inherent difficulty in dealing with tent caterpillar outbreaks is that by the time the client notices the problem and calls an arborist, the caterpillars are at a stage in their development that is difficult to control effectively. While a variety of insecticides, including methoxychlor, carbaryl, malathion, diazinon, *Bacillus thuringiensis*, and the baculoviruses are effective against young larvae, mature caterpillars are both more resistant to treatments and more likely to have dispersed beyond the practical limits of application. For these reasons, it is rarely practical or cost-effective to attempt chemical control or biocontrol for eastern tent caterpillars.

So, how can you satisfy your clients without dismissing their concerns? The decidedly low-tech solution is to return to old-fashioned mechanical control techniques. The caterpillar’s life cycle affords tree care professionals several opportunities to establish a control program that will both satisfy the client’s desire for tangible results and reduce future caterpillar populations.

The most obvious method of mechanical control involves the removal of nests. While the thought of destroying caterpillars “by hand” may at first sound tedious and costly, the gregarious nature of the eastern tent caterpillar allows efficient elimination of most populations with less intensive labor demands than a typical spray application. As with any control technique, timing is key, and removal of the nests must be done when the weather is particularly cool and damp (often in early morning or late evening hours) when the caterpillar colony has retreated to the nest for rest and protection. Techniques for removal vary, but the simplest method is to insert a long-handled brush...
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the nest and twist it several times in one direction until the webbing and the caterpillars are effectively wound around each other. The entire colony can then be dispatched in a bucket of soapy water or crushed in a plastic bag. While some old-timers use torches to burn out caterpillar tents, this technique is generally not as effective in killing all the caterpillars and poses an unnecessary threat to the tree and tree care worker. Care should be taken not to handle tent caterpillars or their nests with unprotected skin, as the minute hairs of the insect can cause severe allergic reactions in sensitive individuals.

In cases where the removed tents appear empty, it is likely that the larvae have fully matured and already dispersed to protected sites to pupate. In these instances, the tents should still be destroyed, as they often contain several cocoons. The focus should shift to preventive treatments for the following season, which involves locating and removing the egg mass. Since eastern tent caterpillars only produce one generation per year and larval and adult activity rarely continues more than three months past bud break, these insects spend the vast majority of their life cycle in the egg stage. Eggs are laid in clusters that are approximately one inch long and contain anywhere from about 100 to 400 eggs. Eggs are most often laid on rosaceous twigs that are one-quarter to one-half inch in diameter. The eggs are covered with a hard brownish coating that appears somewhat shiny. With a little practice, these egg masses can easily be seen after leaf drop in the fall. Simply scrape or trim off the egg masses during routine maintenance or health checks in the late fall and winter, and dispose of them in a soap solution or by crushing. For every one-inch egg mass removed, an entire colony is prevented from developing, so removing even one or two may keep the property relatively tent free the following season. Open-grown rosaceous trees should be particularly scrutinized, as they are the preferred host for the young larvae, although older caterpillars are known to feed on more than 50 different tree species. Nearby wild stands of black cherry and apple should also be checked, as they are often the source of the initial outbreak.

These simple techniques, if carried out with timing and persistence, should add up to a highly effective control program. Despite the many modern alternatives available, it is my belief that this is one pest that is most effectively contained using mechanical control methods. Tent and egg mass removal is an efficient, cost-effective and highly visible solution that achieves results that are environmentally friendly and immediately apparent to the client. These techniques offer the additional benefit of aiding in the prevention of future outbreaks, reducing the chances that the host trees will experience the type of chronic defoliation that can lead to stress and decline. Finally, and perhaps most importantly, implementing an informed and professional control program for these insects offers the tree care worker an opportunity to impress potential clients and existing customers by acknowledging their concerns and dealing with those concerns with efficiency and professionalism.

David M. Munson is an urban forestry specialist with City of Charlotte, N.C.
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TREE CARE INDUSTRY - DECEMBER 1999
Old Timers
Legends of Arboriculture
By Larry Hall

If legends are characters, then the title of the ISA video, “Legends of Arboriculture” is most appropriate. The “legends” who appear in this video do seem to be of a different mold. Apparently, it takes an unusual person to be involved in such a profession. The cast is a blend of people who have spent their careers climbing, pruning and removing trees, and striving to cause trees to look and feel better (the practitioners and the scientists).

The video begins with the story of the first tree care companies and their founders. There are examples of arboricultural practices as they were during the first half of the 20th century. It tells of many procedures that are no longer used and the reasons why. The video then introduces some of the ancient arborists who are still around and some people who have ties to those who are now in that Great Arboretum in the sky.

Arboriculture seems to be a profession that disallows retirement. Oh yes, some of the characters are officially retired, but they continue their involvement in voluntary and consulting roles. They suggest trees have a mystical influence that infuses their personality, and indeed their very soul, with a strange plasma that forever attaches them to the trees. Once this occurs, nothing can be done to alter it.

This influence doesn’t appear to be negative. This is a jolly group of individuals, a bit boisterous and certainly fun loving. Those who work in trees must be rather sturdy and certainly agile. They climb ropes and ladders, so fear of heights is not an issue. Knowledge of insects and diseases is also important. Several humorous stories are told of pesticide applications as they occurred back in the “olden days.”

Throughout this video, which runs for 56 minutes, the “legends” tell some of their favorite stories, with some embellishment to be sure, but it’s so much fun the viewer has a craving for more.

Arborists from the scientific realm, the people who were (some still are) involved in research and teaching, are also involved in this video. They strive to develop procedures to manage insects such as the gypsy moth and diseases such as Dutch elm. They are the scientists who spend much of their life studying tree genetics and developing tougher species to deal with our tough urban environments. In many fields, the scientists/teachers clash with those involved with the practical aspects of the discipline. This is not evident here. There is great camaraderie and they seem to support one another. It may be the connection to trees which causes this phenomenon, too.

The “Legends of Arboriculture” video was produced by the ISA at a gathering of these “Legends” in March 1999 at Allerton Park in Monticello, Ill. Anyone interested in arboriculture or in trees can order a copy by calling 888-ISA-TREE (472-8733).
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8. Bodies: Mounted, Undercoated, Chemically Degreased, Coal Tar Epoxy Coating inside Chip Box, Primed and Painted
9. Stainless Steel Hinge Pins with Grease Zerks
10. Weatherproofed Tool Boxes
11. Chipper Air Exhaust Vents

B. Overall Body Dimensions:
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   Height: 72" (Inside)
   Width: 92"

C. Chip Box Material: (Galvannealed)
   1. Floor: 10-ga. plate
   2. Sides & Front: 12-ga. plate
   3. Top: 14-ga. plate
   4. Tailgate: 12-ga. plate with tubing frame (270° swing)
   5. Runners: 8" structural channel
   6. Cross Members: 3" structural channel
   7. Rear Vertical Support: formed 1/4" plate
   8. Rear Horizontal Support: 4" x 4" x 1/4" square tubing

D. Tool Boxes: (14-ga. Galvannealed)
   1. Underbody Tool Boxes:
      (two) 48" long x 20" high x 20" deep
   2. "L" Cross Box:
      24" long x 92" wide x 26" high across chassis rails
      Door: 24" long x 48" high; six rope hooks, stationary shelf and water cooler holder
   3. Ladder Box: (inside chip box)
      143" long x 17" wide x 27" high
   4. Pruner Box: (inside chip box)
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Small Victories

By Paul Wolfe II

Anybody who has been actively selling tree care for any length of time has accumulated numerous stories of being taken advantage of (politely put) by potential clients. This abuse comes in many forms. It could be a homeowner leaving you twiddling your thumbs on an evening or Saturday appointment. Or, a potential client, unbeknownst to you, arranges to meet with you and five of your closest competitors simultaneously. Or, your hot prospect uses your free consultation and written report as a basis for others to provide a quotation. One of my favorites is the client who carries a tablet and requests I turn over every leaf on every plant and provide detailed explanations for every abnormality.

I’m not a vengeful person, but every once in a while I long for some way to get even. I’d like to share a small victory.

A call came in on Friday afternoon from a potential client regarding the care of two large silver maples. He left his address and telephone number and asked that I call back. Knowing that Monday was Columbus Day and a day off work for most people, I returned the call and said that, with his approval, I could stop by before noon. Sometime over the weekend he left a message stating he would be home to meet me.

When I arrived at the appointed time, I could instantly tell this was not our typical client. The entire property was run-down. The shrubs hadn’t been pruned in years, nor the grass mowed in weeks. Paint was peeling from the house. Looming over the roof were two ancient silver maples, each loaded with massive numbers of dead limbs.

By this time, I was kicking myself for not further qualifying this client on the telephone. Asking the right questions would have revealed a mismatch and saved me time and frustration.

With much trepidation, I ventured through the overgrown underbrush and knocked on the front door. The door opened and the homeowner appeared. When I announced who I was and why I was there, he quickly blurted out, “Sorry, too late.”

In another era, my blood pressure would have immediately skyrocketed to 250/70. If I had been driving an automobile, this guy would have been kissing the Jersey barrier. However, years of therapy combined with deep, cleansing breaths and the proverbial “counting-to-ten trick” allowed me to remain cool, calm and focused.

“It’s a shame you’ve already accepted another bid,” I responded with a sad look on my face. “Since this is a holiday, we’re offering to beat any competitor’s price by $200.” The owner stammered a bit and suggested that, indeed, he may be interested in exploring a possible working relationship.

“Sorry, too late.”

Paul Wolfe is owner of Integrated Plant Care Inc. in Rockville, Md.

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“Sorry, too late.”

Paul Wolfe is owner of Integrated Plant Care Inc. in Rockville, Md.
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Bishop Company celebrates 53 years supplying the professional arborist and landscaper with quality tools, equipment and service. Our 160-page catalog represents products from over 400 manufacturers. Call toll-free for your free copy today! Whether you need climbing gear, pruning equipment or gardening tools, let Bishop be your “one-stop shopping” place. Bishop Company, 12519 East Putnam Street, PO Box 870, Whittier, CA 90602. Phone: 800-421-4833.

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Buckingham Manufacturing Co., Inc. introduces a new arborist catalog featuring many new products to make our customers’ jobs safer and more comfortable. Buckingham has specialized in producing equipment for arborists and linemen since 1896. Buckingham offers the widest choice of climbers, saddles and other personal protective equipment. Buckingham Manufacturing Co., Inc., 1-11 Travis Avenue, PO Box 1690, Binghamton, NY 13902. Phone: 800-937-2825 or 607-773-2400; Fax: 607-733-2425.

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KRAMER EQUIPMENT COMPANY


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Circle 90 on the Reader Service Card

NATIONAL ARBORIST ASSOCIATION

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Are your crews up to speed with the latest industry standards regarding chain saw safety? Our Chain Saw Use and Safety video demonstrates the proper way to use chain saws. Using the proper chain saw ensures that safety procedures will be effective and that the job is done in the most efficient manner, increasing your profits! Our Chain Saw Selection and Maintenance shows your crew how to choose the right chain saw for the job and how to maintain it properly. NAA, PO Box 1094, Amherst, NH 03031-1094. Phone: 800-733-2622 or 603-673-3311; Fax: 603-672-2613; E-Mail: naa@natarb.com; Web: www.natarb.com

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OREGON CUTTING SYSTEMS/ DIV. BLOUNT, INC.

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SAWJAMMER COMPANY

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SHINDAIWA

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Circle 103 on the Reader Service Card

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MORBARK, INC.

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SALSCO, INC. manufactures a full line of hand-fed wood chippers from 6 to 13 inches in capacity. Standard features include Tor-Flex axles, heavy-duty framing, variable in-feed speed, etc. Options such as speed sensing, live hydraulics, hydraulic lift, etc. are also available. Because of our exclusive design, vines, brush, trees, palm fronds, etc. (virtually any forest by-product) is not a problem.

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CHIPPERS & ACCESSORIES

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Circle 114 on the Reader Service Card

EDUCATION/TRAINING/REFERENCE WORKSHOPS

ARBORMASTER® TRAINING, INC.

ArborMaster® Training conducts educational programs throughout North America and abroad, offering a variety of safety and productivity programs for the tree care profession. From participatory, hands-on training for small groups to customized seminars and trade show demonstrations for larger groups. ArborMaster® is also involved in developing educational videos, study guides, articles, etc. ArborMaster® Training, Inc., PO Box 62, Willington, CT 06279. Phone: 860-429-5028; Fax: 860-429-5058; E-Mail: Arbormastr@aol.com; Web: www.ArborMaster.com.

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INTERNATIONAL SOCIETY OF ARBORICULTURE

The International Society of Arboriculture keeps its members informed on the latest practical and scientific information through the Journal of Arboriculture and Arborist News. Members receive each publication six times per year. In addition, members are entitled to discounts on over 50 different publications, videos and other membership items. To become a member, call ISA; annual membership is $85. International Society of Arboriculture, PO Box 3129, Champaign, IL 61826-3129. Phone: 1-888-ISA-TREE (472-8733) or 217-355-9411; Fax: 217-355-9516; E-Mail: isa@isa-arbor.com; Web: www.isa-arbor.com.

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NATIONAL ARBORIST ASSOCIATION

The National Arborist Association (NAA) promotes the interests of commercial tree care professionals. Since 1938, the NAA continues to introduce a wide range of advanced tree care safety and training programs, tree care practice standards, technical newsletters and successful business management programs for tree care companies. Call or write to learn how to affiliate your company with the premier commercial tree care trade association. NAA, PO Box 1094, Amherst, NH 03031-1094. Phone: 800-733-2622 or 603-673-3311; Fax: 603-672-2613; E-Mail: naa@natlarb.com; Web: www.natlarb.com.

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EDUCATION/TRAINING/REFERENCE WORKSHOPS

NAA - SPANISH PROGRAMS

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PRUNING & HAND TOOLS

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FANNO SAW WORKS

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RIGHT-OF-WAY / LAND CLEARING

JOHN BROWN & SONS, INC.

Major utilities are maintaining up to 25,000 acre ROWS with the Brontosaurus System...some using the Bronto exclusively! This is truly hassle-free ROW management—with few or no safety or environmental issues. The Brontosaurus is the safest, most durable and versatile method of brush and small tree management available today. John Brown & Sons, Inc., 14 B & B Lane, Sawyer Industrial Park, Weare, NH 03281. Phone: 888-BBRONTO (227-6686) or 603-529-7974; Fax: 603-529-7976.
THE AMERICAN GROUP - SAMSON DIV.

Standards for strength and usage • knots and rigging • rope inspection and retirement • product specifications. The Samson Professional Arborist Ropes catalog includes complete information and specifications for selecting Samson ropes and products developed specifically for the professional arborist. To get a copy, see your local Samson Arborist Products dealer, or contact us directly at 800-227-7673. We will be glad to send you a copy.

COLUMBIAN ROPE

Columbian Rope Company guarantees superior strength, durability and reliability with everything from our climbing ropes to our bull ropes and lanyards. Columbian’s patent protective overfinish on all arborist ropes enhances working performance and resistance to abrasion. To see why professionals nationwide depend on us for their climbing needs, contact us for free literature and samples. Columbian Rope Company, 1-800-821-4391. Visit our Web site at www.columbianrope.com.

NEW ENGLAND ROPES

The name you know. The line you trust. The answer is New England Ropes. Available at finer dealers throughout the world. For a catalog and 9-inch sample, write: New England Ropes, 848 Airport Road, Fall River, MA 02720. Phone: 800-333-6679; Fax: 508-679-2363; E-Mail: NEROPES@NEROPES.com; Web: www.NEROPES.com.

SHELTER TREE, INC./TREE CARE PRODUCTS

Rope splicing experts—Choose from latest in spliced goods by Stanley Longstaff; arborist tools and supplies from Buckingham, Doggett, Fanno, New England Ropes, Samson, Weaver, Preformed Line, Petzl, CMI, Bashlin, Wall Safety, Felco & Corona. Shelter Tree, Inc./Tree Care Products, 60 John Dietsch Boulevard, North Attleboro, MA 02763. Phone: 800-720-TREE (8733) or 508-699-6550; Fax: 508-699-6570.
ROPESS

YALE CORDAGE

From our XTC, XTC-Plus and XTC-12 climbing and bull ropes to our Double Esterlon lowering ropes, Yale Cordage manufactures the most versatile, high-performance tree care lines available. We also produce a full range of splice rope tools, slings, lanyards and wire core fliplines designed to meet—and exceed—the needs of today’s tree care experts. Write, call or fax for more information on Yale’s full range of arborist ropes, tools and accessories. Yale Cordage, 26 Morin Street, Biddeford, ME 04005. Phone: 207-282-3396; Fax: 207-282-4620; Web: www.yalecordage.com.

SOFTWARE

TREE MANAGEMENT SYSTEMS, INC.

ArborGold 2000 Software, Version 8.0 The business management software designed specifically for tree care companies. This software will help you be more organized, productive and profitable than ever before! Compatible with other Microsoft Office Products. Use the software in your office for 30 days risk free! Call Tree Management Systems, Inc. at 800-933-1955. Download a free demo at www.turftree.com or E-Mail: ttms@turftree.com.

SPRAYING EQUIPMENT & ACCESSORIES

JOHN BEAN SPRAYERS

Our stainless-steel DM20E300SERH is a favorite everywhere. In fact, we offer a wide selection of tree sprayers with stainless steel tanks up to 1,500 gallons and pumps up to 60 gpm at 800 psi. Options include a variety of spray guns and hose reels. John Bean Sprayers. Sales: PO Box 1404, LaGrange, GA 30241. Phone: 800-241-2308 or 706-882-8161; E-Mail: johnbean@durand-wayland.com.

WESTHEFFER COMPANY, INC.

New for 2000! A 300-gallon poly tank that sets forward of the wheel wells of a 3/4-ton truck. Also, two new covered bodies—one for a pickup and one for a one-ton Duelly. Tanks, pumps, valves, spreaders, engines, handcans, meters, sprayers, backpacks. Over two million dollars of parts inventory on hand. Westheffer Company, Inc., PO Box 363, Lawrence, KS 66044. Toll-Free [USA, Canada] 800-362-3110; Fax: 800-843-3281; E-Mail: westheffer@idir.net; Web: www.westheffer.com.
Established in 1954, Border City Tool is the original manufacturer of carbide-tipped stump cutter teeth. After 45 years, our commitment to quality products, prompt service and reasonable prices is still our goal. We have a full line of products for your stump cutter needs. Call our toll-free number for information on our products or to place an order. Border City Tool & Manufacturing Company, 23325 Blackstone Avenue, Warren, MI 48089. Phone: 800-421-5985; Fax: 810-758-7829.

J.P. Carlton Company manufactures a full line of stump cutters. Carlton machines incorporate many exclusive features. The available wired remote control, which allows the operator to distance himself from the noise and dust, reduces operator fatigue—increasing productivity. The torsion flex suspension system reduces wear to both the stump cutter and tow vehicle while enhancing cutting performance. We invite you to compare a Carlton. Phone: 800-243-9335.

Model 691SP—the fastest, easiest-to-use, portable, one-man stump grinder on the market today! This machine’s compact design provides the muscle to travel through narrow gates. Reliable Honda or Kohler engines drive the cutter wheel. Other stump and root grinder models available. Call today for details. Doskocil Industries, Inc., 1324 Rialto Avenue, San Bernardino, CA 92410. Phone: 909-885-0988; Fax: 909-381-4743, or view our machines on the Web: www.dosko.com.

Excel has introduced a stump cutter to its front-mounted Hustler tractors. The StumpCut®R mounted on the zero-turn Hustler can get in and out of position much faster than self-propelled, trailer-type, or walk-behind type cutters. Hustler power plants come in 23, 28, 38 hp diesel or 54 hp gas. The PTO-powered 15-inch-diameter cutting wheel can cut stumps from 23 inches above to 14 inches below ground. An optional, hydraulically operated dozer blade can be used for chip removal, backfill, and cleanup. Excel Industries, Inc., 200 South Ridge Road, PO Box 7000, Hesston, KS 67062. Phone 800-395-4757 or 316-327-4911; Fax: 316-327-3123; E-Mail: kraney@excelhustler.com; Web: www.excelhustler.com.
FOX MANUFACTURING, INC.

Fox Stump Routers feature 34-year proven design, impressive speed and depth capabilities exceeding 12 inches. Chips are retained under machine, great maneuverability, easy loading and unloading and quick-change cutter head. Kohler engines from 18 to 25 hp. Low cost to purchase, and maintenance is primarily sharpening your teeth and many, many happy customers. All this backed by a great warranty. Video on request. Financing available. Fox Manufacturing, Inc., PO Box 6, Lowell, IN 46356. Phone: 219-696-1440; Fax: 219-696-8107; E-Mail: fox@netnitco.net.

Circle 150 on the Reader Service Card

LEONARDI MANUFACTURING COMPANY

Manufacturer of stump grinder teeth and pockets, including the new TOMAHAWK™, the highest performance tooth on the market. Other products include the new Ultimate Pocket™, heat-treated pockets, pin teeth, new style bolts, brush chipper knives and anvils (we distribute Simonds knives), files for chain saws, band saw blades. Call for free catalog. “Quality since 1945.” Leonardi Manufacturing Company, Inc., 2728 Erie Drive, Weedsport, NY 13166-9505. Phone: 800-537-2552 or 315-834-6611; Fax: 315-834-9220.

Circle 151 on the Reader Service Card

RAYCO MANUFACTURING, INC.

Only Rayco makes a complete line of stump cutters from 13 to 275 hp. Worldwide, Rayco stump cutters command amazing popularity for their high profit earning performance and superior value. Either gasoline or diesel powered, each Rayco model (including the RG 50, shown) has special features that increase productivity while enhancing operator safety at a minimal labor cost. Rayco Manufacturing, Inc., Phone: 800-392-2686 (US & Canada); E-Mail: rayco@raycomfg.com; Web: www.raycomfg.com.

Circle 152 on the Reader Service Card

VERMEER MANUFACTURING COMPANY

SC505 Stump Cutter. Vermeer, the creator of the first stump cutter, offers a new, self-propelled 50 hp model, the SC505—with the exclusive Vermeer AutoSweep system. The SC505 features “ground friendly” rubber tracks, has a narrow, 35-inch width, and is self-propelled for unparalleled, tow-less maneuverability. Vermeer Manufacturing Company, 1210 Vermeer Road East, PO Box 200, Pella, IA 50219. Phone: 515-628-3141.

Circle 153 on the Reader Service Card

TCI BUYERS' GUIDE - DECEMBER 1999 - 23
FEDERAL SIGNAL CORPORATION

Federal Signal—The worldwide leader in Reliable Warning Products. Federal Signal Heavy Duty Products offers a complete line of warning lights and back-up alarms for vehicles. Strobe and halogen beacons are available, and we also have mini-lightbars for extra warning power. Our back-up alarms come in a variety of decibel levels and draw minimum amperage. To receive a full-color catalog of our product line, call 800-824-0254 or E-Mail: amberinfo@fedsign.com, and we will rush you one right away. Federal Signal Corporation, 2645 Federal Signal Drive, University Park, IL 60466. Phone: 800-824-0254 or 708-534-3400; Fax: 800-682-8022 or 708-534-7035; E-Mail: amberinfo@fedsig.com.

Circle 154 on the Reader Service Card

CLEARY CHEMICAL CORPORATION

Cleary’s 3336 systemic and Protect T/O fungicides form the basis of a complete plant protection program for deciduous and evergreen trees and shrubs. Used separately, or tank-mixed for complete protection, these products provide control of anthracnose, diplodia tip blight, phomopsis, and over 25 leaf spot diseases. Cleary Chemical, 178 Ridge Road, Ste. A, Dayton, NJ 08810-1501. Phone: 800-524-1662 or 732-329-8399 for more information.

Circle 155 on the Reader Service Card

AIR-SPADE®/CONCEPT ENGINEERING GROUP, INC. (CEG)

CEG supplies the genuine Air-Spade® product line, which can uncover roots without damaging valued plants. Air-Spade® uses powerful, supersonic air jets that cut through the root area soils without root damage. This effective and durable tool permits the arborist or landscaper to see root location and density, responses to various treatments, and location of buried utilities. Air-Spade® can be obtained in a wide variety of sizes and accessories. CEG manufactures all types of equipment for digging safely around buried objects. Concept Engineering Group, Inc. (CEG), 15 Plum Street, Verona, PA 15147-2100. Phone: 888-557-2339 or 412-826-8800; Fax: 412-826-8601; E-Mail: ceg@air-spade.com; Web: www.air-spade.com.

Circle 156 on the Reader Service Card

CREATIVE SALES, INC. (CSI)

ACECAP® and MEDICAP® tree implants are the industry’s lowest unit cost for prepared dosage systemics. We offer a complete product line, including insecticide, fertilizer and micro-nutrients. This unique application technique reduces time and labor, and there are no container disposal worries. Implants are available from an independent distributor network. Creative Sales, Inc. (CSI), PO Box 501, Freemont, NE 68026. Phone: 800-759-7739.

Circle 157 on the Reader Service Card

TCI BUYERS' GUIDE - DECEMBER 1999 - 24
Since 1941, we have manufactured the leading brands of soluble fertilizers and kept ourselves current on tree nutrition and fertilization research. Not only do we strive for the optimum in formulating the finest product for the tree, but also to make the most suitable product for the tree health professional. (Soil-applied mycorrhizal spores). Free catalog available. The Doggett Corporation, 31 Cherry Street, Lebanon, NJ 08833. Phone: 800-448-1862.

Growth Products introduces Companion®, a microbial inoculate, to the professional arborist in a liquid solution. Companion should be used as part of your regular maintenance program and also to enhance the efficacy of chemical fungicides while reducing their application rates. Companion should be used where trees are subject to urban stress and harsh chemicals, which deplete the soil of natural microbes. Companion’s microbes live in synergy with the trees’ root systems and do not harm beneficial mycorrhizae. Companion also produces hormones that promote root and plant growth. Growth Products, Ltd., PO Box 1252, White Plains, NY 10602-1252. Phone: 800-648-7626; Web: www.growthproducts.com.

Introducing the new, convenient 25-unit packs! Now arborists can customize their orders with the new, convenient 25-unit quarter (pack) flat. You now can combine up to four different Mauget products (fertilizers, fungicides, insecticides, antibiotics and combinations) per 100-unit flat or 12 different products per 300-unit case. This way, you can treat ALL the problems of your customers’ valuable trees with one case of Mauget capsules. J. J. Mauget Company, 5435 Peck Road, Arcadia, CA 91006-5847. Phone: 880-TREES-RX (873-3779). Visit our Web site at www.mauget.com or call our Toll-Free Technical Support Line at 1-877-TREE-HLP (873-3457).

New Tebuject Fungicide. The J.J. Mauget Company has obtained rights to include Bayer’s latest triazole fungicide into its time-proven micro-injection system. Tebuject with Tebuconazole is a systemic fungicide that is effective treatment of valuable trees in danger of damage by crab apple scab, oak wilt, Dutch elm disease and Hawthorn leaf spot. This new chemistry provides advanced disease control and extra defense against resistance. J. J. Mauget Company, 5435 Peck Road, Arcadia, CA 91006-5847. Phone: 880-TREES-RX (873-3779). Visit our Web site at www.mauget.com or call our Toll-Free Technical Support Line at 1-877-TREE-HLP (873-3457).
MONTEREY LAWN & GARDEN PRODUCTS, INC.

Florel Fruit Eliminator, long used to control nuisance fruits (olives, carobs, crab apples and apples) is now registered to control both leafy mistletoe on deciduous trees and dwarf mistletoe on conifers, as well as nuisance fruits on cottonwood, elm, pear, maple, oak, pine, sour orange, sweet gum, and sycamore. Odorless, non-staining, fast-acting. Monterey Lawn & Garden Products, Inc., P.O. Box 35000, Fresno, CA 93745-5000. Phone: 559-499-2100; Fax: 559-499-1015; Web: www.montereylawngarden.com.

Circle 162 on the Reader Service Card

NU-ARBOR TREE & SHRUB CARE PRODUCTS

Specializing in quality liquid tree and shrub fertilizers, spray adjuvant, anti-transpirant, soil amendments, natural Plant Wash and the Kioritz Soil Injector. NU-ARBOR fertilizers are uniquely blended to enhance vigorous root growth and improve plant/soil relations. Apply our liquid fertilizers with the Kioritz soil injector or your high pressure system. For a free video and product information, contact NU-ARBOR Products, PO Box 151455, Grand Rapids, MI 49515-1455. Phone: 888-773-8777; Fax: 616-456-7780; E-Mail: grdarbor@nu-arbor.com.

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PLANT HEALTH CARE, INC.

Mycorrhizal fungal inoculants, beneficial bacteria, biopesticides and organic fertilizers round out the extensive product line of Plant Health Care, Inc. These biologically based products are designed specifically for arborists who follow the Plant Health Care Management System. To order MycorTree™ Injectable or Root Saver™ Vertimulch, Mycor™ Palm Saver, PHC™ BioPak™ or other products, call 1-800-421-9051 for a Green For Life catalog. For in-depth information about natural systems approaches to arbor care, to read the Web’s best online magazine about plant health, and to order products online, go to www.planthealthcare.com. Plant Health Care, Inc., 440 William Pitt Way, Pittsburgh, PA 15238. Phone: 800-421-9051 or 412-826-5488; Fax: 412-826-5445; E-Mail: www@planthealthcare.com.

Circle 164 on the Reader Service Card

Patented transplant success products.

TREE FEEDER DIVISION

Manufacturers of patented products for professional or homeowner use with new trees, shrubs and rose transplants. Delivers a specially formulated fertilizer already inside the product directly to the root ball of the plant when you water. Saves time, water and labor; no mixing, no measuring. Check out our new “Kick Start” products for the homeowner. Tree Feeder Division, PO Box 974, Warsaw, IN 46581-0974. Phone Toll-Free: 800-822-8733. Visit our Web site: www.treefeeder.com.

Circle 165 on the Reader Service Card
**TREE HEALTH PRODUCTS**

**TREE TECH MICROINJECTION SYSTEMS**

Tree Tech Microinjection Systems. Cost-effective pesticide and nutrient injection technology for insect and disease treatments, as well as nutrient amendments. Tree Tech® OTC for fireblight and other bacterial diseases in crop and non-crop bearing fruit trees. Vivid II for scales, aphids, mites and other pests of ornamental trees. Many other products available. Tree Tech Microinjection Systems, 1879 SW 18th Avenue, Williston, FL 32696. Phone: 800-622-2831 or 352-528-5335; Fax: 352-528-0777; E-Mail: Treetek@aol.com; Web: www.info@treetech.net.

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**TREE PROTECTION DEVICES**

**INDEPENDENT PROTECTION COMPANY**

Lightning protection systems for trees, golf shelters, restrooms, clubhouses, maintenance buildings and secondary lightning surge protection for sprinkler systems. Tree lightning protection sales and installation kit available along with VHS, “How to Install Lightning Protection in Trees.” Free computer estimating program provides itemized material list for a specific tree. Independent Protection Company, PO Box 537, Goshen, IN 46527. Phone: 219-533-4116; Fax: 219-534-3719; E-Mail: info@IPCLP.com; Web: www.IPCLP.com.

Circle 167 on the Reader Service Card

**PREFORMED LINE PRODUCTS**

Labor-saving, economical, strong. Those are the benefits you get when you use the TREE-CROTCH™ Grip to reinforce the crotch of a tree, and what you can expect from the TREE-GRIP™ Dead-End for tree cabling installation. Both the TREE-CROTCH™ Grip and the TREE-GRIP™ Dead-End use the proven helical concept to grip strand. The helical method ensures that the Published Rated Breaking Strength of the strand is achieved. Installation time is greatly reduced, saving time and labor cost. Preformed Line Products, P.O. Box 91129, Cleveland, OH 44101. Phone: 440-461-5200.

Circle 168 on the Reader Service Card

**TRUCKS & TRUCK ACCESSORIES**

**ARBORTECH**

For over 15 years, Arbortech has been one of the nation’s leading manufacturers of forestry bodies and arboriculture products. The Arbortech product line includes chip bodies, crew cabs, utility tree vehicles and tool boxes. Arbortech, 3203 West Old Lincoln Way, Wooster, OH 44691. Phone: 800-255-5715; Fax: 330-264-0891.

Circle 169 on the Reader Service Card
FORESTRY EQUIPMENT OF SHELBY, INC.

Your one-stop source for quality new and used arborist equipment. Aerial lifts, chip/dump box trucks, wood chippers, skidders and more. Forestry Equipment of Shelby, 2510 Taylor Road, Shelby, NC 28152. Phone: 704-487-7245; Fax: 704-482-4685. Evenings call 704-905-4661; E-Mail: FES@Shelby.net; Contact: Steve Barkwell.

ROYAL TRUCK & EQUIPMENT, INC.


SCHODORF TRUCK BODY & EQUIPMENT COMPANY

"Silver Knight" forestry bodies with "Dust Release System" lengths from 9 feet to 18 feet. Very popular options include aluminum removable roofs, liftgates and cranes. We will build a forestry body for you the way you want it built. Ask the man who owns one!! For a free brochure/quote, contact Mike Cassady. Schodorf Truck Body & Equipment Company, 885 Harmon Avenue, Columbus, OH 43223. Phone: 800-288-0992; E-Mail: forestry@schodorftruck.com; Web: www.schodorftruck.com.

SOUTHCORE INDUSTRIES, INC.

"The Body Builders." The industry's largest manufacturer of forestry bodies. Sizes ranging from 10- to 30-cubic-yard capacity mounted on Ford, GMC or International chassis cabs. Southco also sells National knuckleboom cranes, Omaha Standard platforms, liftgates, winches and service bodies. Southco Industries, Inc., 1840 E. Dixon Boulevard, Shelby, NC 28150. Phone: 800-331-7655; Fax: 704-482-2015; E-Mail: southco@shelby.net.
DUECO, INC.

DUECO has a huge inventory of used bucket trucks for sale. In fact, DUECO has one of the largest inventories of used bucket trucks in the country! DUECO sells and services all makes and models of aerial lifts, chippers, custom forestry bodies, utility equipment, and all varieties of truck bodies and equipment. With five branch locations, DUECO can service and provide parts for your equipment wherever you are located. Call today! DUECO, Inc., N4 W22610 Bluemound Road, Waukesha, WI 53186. Contact: David Roembke; Phone: 800-558-4004 or 262-547-8500; Fax: 262-547-8407; E-mail: info@dueco.com; Web: www.dueco.com.

NESCO

The leader in sales and rentals of new and used utility equipment. We offer bucket trucks, chippers, chipper trucks, cranes and stump grinders, digger derricks, trailers and more. Free catalog and videos available. NESCO, Inc., 3112 East State Road 124, Bluffton, IN 46714. Phone: 800-252-0043; Fax: 219-824-6350; E-Mail: nesco@nescosales.com; Web: www.nescosales.com.

SOUTHEASTERN EQUIPMENT COMPANY

Southeastern Equipment Company is your headquarters for used tree care equipment. We offer a wide range of chippers and stump grinders, plus a variety of specialty trucks (chipper dumps, large capacity chip trucks, bucket trucks, log trucks & crane trucks). Call for pricing and availability or visit our Web site for more information. Southeastern Equipment Company, 4180 Highway 20, Buford, GA 30518; Phone: 800-487-7089 or 770-271-8286; Web: www.seequipment.com.

WOOD PROCESSORS

BANDIT INDUSTRIES, INC.

The Model 3680 Beast Recycler is an exceptional, productive, cost-effective, waste-reduction machine that you can afford to own and operate. Unique cuttermill allows material to be cut, not beaten, apart. Reduces leaves, brush, stumps, palm fronds, whole trees, RR ties, telephone poles, pallets, newspaper, construction and demolition debris, sawmill and logging waste, cardboard and other similar materials to a consistent particle size. For further information, contact Bandit Industries, Inc., 6750 Millbrook Road, Remus, MI 49340. Phone: 800-952-0178; Fax: 517-561-2273; E-Mail: BRUSHBANDIT@ECLIPSETEL.COM; Web: www.BANDITCHIPPERS.COM.
WOOD PROCESSORS

BRUTE MANUFACTURING CORPORATION


Circle 178 on the Reader Service Card

TIMBERWOLF MANUFACTURING CORP.

Introducing The Timberwolf TW-PRO-HD with Top Roll technology—by far the best value for the buck. The patented top roll clamp system provides the fastest firewood production available. Easily handles irregular wood, and handles the last piece where other machines lose their grip. Professional wood splitters and conveyors. Timberwolf Manufacturing Corporation, 118 Spruce Street, Rutland, VT 05702. Phone: 800-340-4386 or 802-775-4227; Fax: 802-773-1275; E-Mail: twolf@sover.net; Web: www.timberwolfcorp.com.

Circle 179 on the Reader Service Card

National Arborist Association

Calendar of Events

February 15-20, 2000
Winter Management Conference
Southampton Princess
Southampton, Bermuda

November 9-11, 2000
TCI EXPO 2000
Charlotte Convention Center
Charlotte, North Carolina

February 14-18, 2001
Winter Management Conference
Sanibel Harbour Resort & Spa
Fort Myers, Florida

November 1-3, 2001
TCI EXPO 2001
Greater Columbus Convention Center
Columbus, Ohio

February 13-17, 2002
Winter Management Conference
Ritz-Carlton Kapalua
Maui, Hawaii
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<td>114. IML - Instrument Mechanic Labor, Inc</td>
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<tr>
<td>125. ImpleMax Equipment Co., Inc</td>
<td>16</td>
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<td>167. Independent Protection Corporation</td>
<td>27</td>
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<tr>
<td>116. International Society of Arboriculture (ISA)</td>
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</tr>
<tr>
<td>133. Jameson Corporation</td>
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<td>144. John Bean Sprayers</td>
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<tr>
<td>105. Karl Kuenmerling, Inc</td>
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<tr>
<td>121. W.A. Kraft Corporation</td>
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</tr>
</tbody>
</table>

**Please circle this number on the Reader Service Card for more information.**

This directory contains listings of companies supplying the tree care industry with products and specialized services. The information contained herein should not be construed as an endorsement of products or techniques.
(D) Distributor

(M) Abracadabra Landscape Services, Inc.
3258 South Olathe Way
Aurora, CO 80013
Phone: 303-680-6113
Fax: 303-627-6223
Contact: Jeff Harberg

(S) ACRT, Inc.
PO Box 401
2545 Bailey Road
Cuyahoga Falls, OH 44221-0401
Toll-Free: 800-622-2562 x 238
Phone: 330-945-7500
Fax: 330-945-7200
E-Mail: askacrt@acrtinc.com
Web: www.acrtinc.com
Contact: Sue Abbott

(M) Aerial Lift, Inc.
571 Plains Road
PO Box 66
Milford, CT 06460-0066
Toll-Free #1: 800-446-5438 USA
Toll-Free #2: 800-245-5438 CT
Phone: 203-878-0694
Fax: 203-878-2549
E-Mail: aerialinfo@aol.com
Web: www.aeriallift.com
Contacts: Ernest E. DePiero,
Richard Mitchell
Manufacturer of aerial lifts, hydraulic
dump chip boxes and accessories.
See our ad in 4-color Buyers' Guide

(M) Agape Designs
2660 West Baseline Road
Mesa, AZ 85202
Toll-Free: 800-990-TREE (8733)
Phone: 480-820-3939
Fax: 480-820-3940
E-Mail: agapetrees@msn.com
Web: www.agapetree-tees.com
Contact: Doreen Orist
Custom designer of tree T-shirts for work
or play.
See our ad in 4-color Buyers' Guide

(D) Ahlborn Equipment, Inc.
PO Box 500
238 Main Street
Highway 155
Sayner, WI 54560-0500
Toll-Free: 800-472-7600
Phone: 715-542-3271
Fax: 800-542-3581
E-Mail: ahlborn@mnex.net
Contacts: Evelyn J. and Gene Ahlborn

(S) Albiez Insurance Agency, Inc.
900 Route 9 North, Ste. 503
Woodbridge, NJ 07095
Toll-Free: 800-ARBORS-1 (272-6777)
Phone: 732-634-5379
Contact: Bonnie Bernstein

(M) Alliance Equipment Company, Inc.
1000 North Union Avenue
Alliance, OH 44601
Toll-Free: 800-383-2290
Phone: 330-821-2291 x 221
Fax: 330-821-4836
E-Mail: SharonMccarty@worldnet.att.net
Web: www.Alliance-Equipment.com
Contact: Sharon Mccarty
Manufacturer of replacement booms,
buckets, bucket covers, saw scab-
bards and related aerial device
accessories. Also, fiberglass repair to
booms and buckets.

(M) Altec Industries, Inc.
31 Inverness Center Parkway, Suite. 130
Birmingham, AL 35242
Phone: 205-991-7733
Fax: 205-991-7747
Web: www.altec.com
Altec's complete line of high-quality tree
care products include aerial lifts with su-
perior reach for maximum productivity,
and wood chippers with a proven record
of durability and performance. Altec to-
tally supports the tree care equipment it
manufactures with a direct nationwide
sales and service network and a warranty
policy unsurpassed in the industry. For
more information on Altec tree care equip-
See our ad in 4-color Buyers' Guide

(D) Aerial Equipment, Inc.
2381 South Foster
Wheeling, IL 60090
Toll-Free: 888-822-8008
Phone: 847-398-0620
Fax: 847-394-1042
E-Mail:
AERIAL@AERIALEQUIPMENT.COM
Contact: Joel A. Chitty

See our ad in 4-color Buyers' Guide
Available for immediate shipment is the latest in rigging equipment; a full line of safety gear; reference books and diagnostic supplies; professional quality saws and pruners; gear bags; gas-and-air-powered pruners and saws. For your convenience, we now have a 24-hour answering service and all orders received by 2 p.m. are shipped the same day! If you can't find it, CALL US—We locate that hard-to-find tool!

See our ad in 4-color Buyers' Guide

See our ad in 4-color Buyers' Guide

See our ad in 4-color Buyers' Guide

See our ad in 4-color Buyers' Guide

See our ad in 4-color Buyers' Guide
ArborMaster® Training conducts educational programs throughout North America and abroad, offering a variety of safety and productivity programs for the tree care profession: from participatory, hands-on training for small groups to customized workshops, seminars and trade show demonstrations for larger groups. ArborMaster® Training is also involved in developing educational tools such as videos, study guides, articles, etc.

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Arborwear®
PO Box 341
Chagrin Falls, OH 44022
Toll-Free: 888-578-8733
Phone: 440-247-6967
Fax: 440-247-0178
E-Mail: info@arborwear.com
Web: www.arborwear.com
Contact: Paul Taylor
See our ad in 4-color Buyers’ Guide

Baker Equipment Engineering Company
PO Box 25609
Richmond, VA 23260-5609
Toll-Free: 800-765-2257
Phone: 804-358-0481
Fax: 804-342-6888
E-Mail: bakerequipment.com
Contact: Allan Raines

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(M) Ball Enterprises
330 East Orangehorne, Unit K
Placentia, CA 92870
Phone: 714-528-8010
Fax: 714-961-0707
Contact: Mr. Frank Monnig

(M) B & B Manufacturing
RD 3, 3007 West River Road
Olean, NY 14760
Toll-Free: 800-654-5320
Phone: 716-373-5881
Fax: 716-373-5883
E-Mail: bbmfg@sprynet.com
Web: www.sprynet.com/sprynet/bbmfg
Contact: Melissa Nix

(M) B & G Equipment Company
6120 Route 611
PO Box 130
Plumsteadville, PA 18949-0130
Phone: 215-766-8811
Fax: 215-766-8240
Contact: Eric Snell
Makers of top-quality root feeders, sprayers, spray guns, and tree marking systems.

(D/M) Bandit Industries, Inc.
6750 Millbrook Road
Remus, MI 49340
Toll-Free #1: 800-952-0178
Toll-Free #2: 888-3BANDIT (322-6348)
Phone: 517-561-2270
Fax: 517-561-2273
E-Mail: BRUSHBANDIT@ECLIPSETEL.COM
Web: www.BANDITCHIPPERS.COM
Contact: Regional Salesperson by State
We offer a wide range of hydraulic-feed, disc-style chippers, as well as our newly introduced drum-style. Whole tree chippers are available as towable or self-propelled units, with or without a loader. Beast Recycler processes landfill waste including pallets, housing demolition, trees, brush, and more.

(D/M) Bartlett Manufacturing Company
3003 East Grand Boulevard
Detroit, MI 48202
Toll-Free: 800-331-7101
Phone: 313-873-7300
Fax: 313-873-5454
Contacts: John Nelson & Kathy O'Connell
Manufacturer of tree pruners, pole saws, hand saws, lopping shears, fiberglass poles. Distributor of climbing and rigging equipment, cable and bracing hardware, sprayers, signs, tools and more.
See our ad in 4-color Buyers' Guide

(M) Bashlin Industries Inc.
119 West Pine Street
PO Box 867
Grove City, PA 16127
Phone: 724-458-8340
Fax: 724-458-8342
E-Mail: sales@bashlin.com
Web: www.bashlin.com
Contact: Rod Paul
Makers of top-quality root feeders, sprayers, spray guns, and tree marking systems.

(M) Bayer Corporation, Ag. Division
6700 Corporate Drive, Suite 230
Kansas City, MO 64120
Toll-Free: 800-842-8020
Phone: 816-242-4749
Fax: 816-241-4735
Contact: Neil Cleveland
Manufacturers of fungicides: BAYLETON; insecticides: DYLOX, MERIT, NEMACUR, and TEMPO; herbicides: SENCOR.

(M) BBA Reemay Inc.
70 Old Hickory Boulevard
Old Hickory, TN 37138
Phone: 615-847-7068
Fax: 615-847-7068
Web: www.reemay.com
Contact: Jim Browder

(M) Becker-Underwood Inc.
PO Box 667
Ames, IA 50010
Toll-Free: 800-232-5907
Phone: 515-232-5907
Fax: 515-232-5961
E-Mail: msherman@bucolor.com
Web: www.bucolor.com
Contact: Mike Sherman

See our ads in 4-color Buyers' Guide
Blue Ridge Arborist Supply
PO Box 1626
Culpeper, VA 22701
Toll-Free: 800-577-TREE (8733)
Phone: 540-829-6889
Fax: 540-825-6451
Web: www.blueridge.baweb.com
Contact: Stephanie Parilow
Blue Ridge Arborist Supply is committed to providing quality tree care equipment you know and trust. We are a family-owned and operated business with almost 20 years of experience in the tree service industry. Call for a catalog or stop by. See our ad in 4-color Buyers' Guide

Border City Tool & Mfg. Co.
23325 Blackstone Avenue
Warren, MI 48089-2675
Toll-Free: 800-421-5985
Phone: 810-758-5574
Fax: 810-758-7829
Contact: John Parenteau
Buy direct from the original manufacturer. See our ad in 4-color Buyers' Guide

John Brown & Sons, Inc.
14 B & B Lane
Sawyer Industrial Park
Weare, NH 03281
Toll-Free: 888-B-BRONTO (227-6686)
Phone: 603-529-7974
Fax: 603-529-7976
Contact: Harvey Donaldson
See our ad in 4-color Buyers' Guide

Brown Manufacturing Corporation
Box 339, Route 3
Ozark, AL 36360-0339
Toll-Free: 800-633-8909
Phone: 334-795-6603
Fax: 334-795-3029
Contact: Jeff Thagard

Brute Manufacturing Corporation
616 Route 103
North Clarendon, VT 05759-9665
Toll-Free: 800-261-9301
Phone: 802-773-9301
Fax: 802-773-9730
Contact: Lyn Norton-Griffiths
Manufacturers of firewood processors, log splitters and conveyors. See our ad in 4-color Buyers' Guide

Buccaneer Rope Company
22319 Alabama Highway 79
Scottsboro, AL 35768
Toll-Free: 800-587-2632
Phone: 256-587-9223
Fax: 256-587-9223
E-Mail: bucrope@Hiwaay.net
Contact: Dan Pockman

Buckingham Manufacturing Co., Inc.
1-11 Travis Avenue
PO Box 1690
Binghamton, NY 13902
Phone: 607-773-2400
Fax: 607-773-2425
E-Mail: sales@buckinghammfg.com
Contacts: Jim Pennefeather, Chris dela Vera
A leading manufacturer of climbing equipment since 1896. Specializing in saddles, climbers, lanyards, harnesses, shock absorbers and accessories for the bucket truck. See our ad in 4-color Buyers' Guide

CEI
PO Box 406
Osseo, MN 55369
Toll-Free: 800-333-5234
Sales Phone: 612-425-1167
Sales Fax: 612-425-5196
Contact: Sandra Stroud
Manufacturer of stump cutter teeth, pockets and bolts. Featuring the original heavy-duty 800 Series tooth and the new "Gladiator" double-edged tooth. Guaranteed quality, service and satisfaction! See our ad in 4-color Buyers’ Guide

J. P. Carlton Company, Div. DAF, Inc.
121 John Dodd Road
Spartanburg, SC 29303
Toll-Free: 800-243-9335
Phone: 864-578-9335
Fax: 864-578-0210
Web: www.stumpcutters.com
Contact: John Bird
J.P. Carlton Company manufactures the highest quality stump cutters available, from 25 horsepower self-propelled units to 125 horsepower tow-behind units. Carlton machines incorporate many exclusive features which improve both the cutting performance and life of the machines. Compare Carlton's specifications to the competition. You will quickly see why a Carlton is the best choice. See our ad in 4-color Buyers' Guide

Cal-Line Equipment Company
6010 South Front Road
Livermore, CA 94550
Toll-Free: 800-654-8749 (CA only)
Phone: 925-443-6432
Fax: 925-443-6573
Contact: Dennis G. Knoll

Camberford Law PC
17 Sydenham Road
London, Sydenham
England SE26 5EX
Phone: 011-441-81-676-8181
Fax: 011-441-81-659-8578
Contact: Donna Hurst
Complete laboratory services for the tree care professional. CLC LABS is the premier provider of soil, plant and irrigation water testing systems.
Cleary Chemical
178 Ridge Road, Ste. A
Dayton, NJ 08810-1501
Toll-Free: 800-524-1662
Phone: 732-329-8399
Fax: 732-274-0894
E-Mail: Balvarez@aol.com
Web: www.clearychemical.com
Contact: Bob Alvarez
Suppliers of fungicides, insecticides and nutrients for arborists and landscape management companies. Featuring 3336 systemic fungicides, Protect T/O contact fungicide, Spotrete animal repellent and KnoxOut GH slow-release insecticide.
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Cleaves Company, Inc.
300 Reservoir Street
Needham, MA 02494
Phone: 781-449-0833
Fax: 781-444-5611
Contact: Lenny Cleaves
See our ad in 4-color Buyers’ Guide

Climb Axe, Ltd.
P.O. Box 42314
Portland, OR 97242-0314
Phone: 503-236-9552
Fax: 503-236-9553
E-Mail: climbaxe@aracnet.com
Web: www.climbaxe.com
Contact: Joe Garland
See our ad in 4-color Buyers’ Guide

CNA Commercial Insurance
CNA Plaza 37-S
Chicago, IL 60685
Toll-Free: 800-262-6241
Fax: 312-822-5818
E-Mail: michael.prokop@cna.com
Web: www.cna.com/commercial
Contact: Mike Prokop
See our ad in 4-color Buyers’ Guide

Columbian Rope Company
145 Towery Street
Guntown, MS 38849
Toll-Free: 800-821-4391 x 226
Phone: 601-348-2241
Fax: 601-348-5749
E-Mail: bonnie@columbianrope.com
Web: www.columbianrope.com
Contact: Bonnie Bailey
See our ad in 4-color Buyers’ Guide

Commerce Leasing
Partners Company
200 Horizon Way
Mt. Laurel, NJ 08054
Toll-Free: 800-606-0049
Phone: 856-273-7575
Fax: 856-273-9717
E-Mail: CFC Sales@interstat.net
Contact: Rachael Theibault
A diversified company with over 25 years experience in equipment leasing worldwide. Specializing in new and used equipment. Seasonal, Private Label & New Business programs available. Fast approval, simple documentation, flexible terms & lowest industry rates. One quick call gets you qualified.
See our ad in 4-color Buyers’ Guide

Compact Technologies/ OmniQuip International
901 Sunset
Port Washington, WI 53074
Phone: 414-268-3250
Web: www.compact-technologies.com
Contact: Mike Bernardy
Compact Technologies supplies a full range of skid steer loaders, mini-excavators, and material handling equipment to the landscape industry. SCAT TRAK™ mini-excavators and WorkPro™ material handlers are known for their high performance in a compact package.
See our ad in 4-color Buyers’ Guide

Concept Engineering Group, Inc. (CEG)
15 Plum Street
Verona, PA 15147-2100
Toll-Free: 888-557-2339
Phone: 412-826-8800
Fax: 412-826-8601
E-Mail: ceg@air-spade.com
Web: www.air-spade.com
Contact: Rich Nathenson, Andy Jarabak
CEG manufactures the genuine AIR-SPADE® product line, which can uncover roots without damaging valued trees, shrubs and plants. AIR-SPADE® uses powerful supersonic air jets that excavate root area soils.
See our ad in 4-color Buyers’ Guide

Creative Automation Solutions
10500 Old Court Road
Woodstock, MD 21163
Toll-Free: 800-49-ARBOR (492-7267)
Phone: 410-461-5858
Fax: 410-465-3593
E-Mail: mas@creativeautomation.net
E-Mail: dianac@creativeautomation.net
Web: www.creativeautomation.net
Contact: Diana Cardillo
Featuring ArborWare®, the Business Solution for Arborist, Landscape and Lawn Care Professionals. Computer hardware and software consultation, custom software programming and systems design supporting LANs, field laptops, and hand-helds. Your complete resource for all your automation needs.
See our ad in 4-color Buyers’ Guide

Corona Clipper
1540 East 6th Street
Corona, CA 91719
Toll-Free: 800-847-7863
Phone: 909-737-6515
Fax: 909-737-8657
E-Mail #1: sales@coronaclipper.com
E-Mail #2: jreisbek@coronaclipper.com
Web: www.coronaclipper.com
Contact: John Reisbeck
See our ad in 4-color Buyers’ Guide

Crane & Shovel Sales Corporation
26781 Cannon Road
Cleveland, OH 44146
Toll-Free: 800-362-8494
Phone: 440-439-4749
Fax: 440-439-2177
Contact: John Such
Atlas cranes 3.6 to 60 metric tons, Wood/Chuck chippers, Fecon composting equipment, Dosko chippers, stump grinders, root cutters, crane and chipper parts, used equipment.
See our ad in 4-color Buyers’ Guide

Creative Sales, Inc. (CSI)
222 Park Avenue
PO Box 501
Fremont, NE 68026-0501
Toll-Free: 800-759-7739
Phone: 402-727-4800
Fax: 402-727-4841
Contacts: Warren D. Wolfe, Bryan K. Wolfe
See our ad in 4-color Buyers’ Guide
(D) CUES, Inc.
14 Caldwell Drive
Amherst, NH 03031
Toll-Free: 800-258-1010
Phone: 603-889-4071
Fax: 603-886-5909
E-Mail: info@cuesnet.com
Web: www.cuesnet.com
Contact: Bruce Bostock
Sales and service of aerial lifts, chippers, custom forestry bodies, utility bodies, utility equipment and all varieties of truck bodies and equipment.
See our ad in 4-color Buyers’ Guide

(D) Cummins Michigan, Inc.
41216 Vincenti Court
Novi, MI 48375
Phone: 248-478-9700
Fax: 248-478-4663
Contact: Jim Osborne
Cummins power for the tree care industry. B and C series engines have set the standard! Durable, fuel efficient and long-lasting performance that every arborist expects.
See our ad in 4-color Buyers’ Guide

(D) Cutter’s Choice
2008 East 33rd Street
PO Box 10308
Erie, PA 16514
Toll-Free: 800-824-8521
Phone: 814-898-1738
Fax: 814-898-0275
Web: www.cutterschoice.com
We carry a complete line of climbing rope, saddles and pruning accessories. We also have replacement parts for chain saws, lawnmowers & trimmers. Call for your free catalog today or browse our on-line catalog at www.cutterschoice.com.

(D/M) CWC Chemical, Inc.
214 Simmons Drive
Clove, WA 24077
Toll-Free: 800-380-9903
Phone: 540-992-5766
Fax: 540-992-5601
Web: www.cwc-chemical.com
Contact: Larry E. Sharpe
CWC Chemical, Inc. supplies a full line of industrial herbicides, spray adjuvants, tree injection products, application equipment and accessories. We also provide technical information, product labels and MSDS sheets.

(S) The Davey Tree Expert Company
1500 North Mantua Street
PO Box 5193
Kent, OH 44240
Toll-Free: 800-445-TREE (8733)
Phone: 330-673-9511
E-Mail: info@davey.com
Web: www.davey.com
The Davey Tree Expert Company provides tree, shrub and lawn care, grounds maintenance, vegetation management and consulting services throughout the United States and Canada.

(M) Deep Root Partners, L.P.
81 Langton Street, Ste. 4
San Francisco, CA 94103
Toll-Free: 800-ILV-ROOT (458-7668)
Phone: 415-437-9700
Fax: 415-437-9744
E-Mail: deeproot@earthlink.net
Web: www.deeproot.com
Contact: Graham Ray

(D) Deer Creek Equipment Inc.
721 Wheeler School Road
Whiteford, MD 21160
Toll-Free: 800-551-6567
Phone: 410-452-5393
Contact: Bryan Marcinko

(M) Deere Power Systems
3801 West Ridgeway Avenue
PO Box 5100
Waterloo, IA 50704-5100
Toll-Free: 800-JD-ENGINE (533-6446)
Fax: 319-292-5075
E-Mail: jdpower@deere.com
Web: www.deere.com/jdpower

(D) DendroTech
PO Box 766
Calistoga, CA 94515
Phone: 707-942-9139
Fax: 707-942-2150
Contact: Rob Gross

(M) Deutz Corporation
3883 Steve Reynolds Boulevard
Norcross, GA 30093
Phone: 770-564-7100
Fax: 770-564-7222
E-Mail: mendoza.g@deutz.de
Web: www.deutz.de
Gustavo Mendoza

(D) DICA Marketing Company
249 Windwood Drive
Carroll, IA 51401
Toll-Free: 800-610-DICA (3422)
Phone: 712-792-5200
Fax: 712-792-1106
E-Mail: dica@netins.net
Contact: Dick Koberg

(D/S) Ditch Witch of the Carolinas
4600 N 1-85 Service Road
Charlotte, NC 28206-1357
Phone: 704-596-5700
Fax: 704-596-6681
E-Mail: sales@dwotch.com
Specializing in Stanley Hydraulic tools, parts and service; Ditch Witch trenchers and directional boring machines.
The Doggett Corporation
31 Cherry Street
Lebanon, NJ 08833
Toll-Free: 800-448-1862
Phone: 908-236-6335
Fax: 908-236-7716
E-Mail: rmell@compuserve.com
Web: www.DOGGETT.NET
Contact: Roger Mellick
Professional slow-release, injectable tree fertilizers. Organic formulations and chelated minor elements for specific deficiencies. Soil amendments to correct pH extremes and correct soil compaction. Soil-applied mycorrhizal spores. See our ad in 4-color Buyers’ Guide.

DUECO, Inc.
N4 W22610 Bluemound Road
Box 177
Waukesha, WI 53186
Toll-Free: 800-558-4004
Phone: 262-547-8500
Fax: 262-547-8407
E-Mail: info@dueco.com
Web: www.dueco.com
Contact: David Roembke
Sales and service of aerial lifts, chippers, custom forestry bodies, utility equipment and all varieties of truck bodies and equipment. We also rent equipment! See our ad in 4-color Buyers’ Guide.

Eastern Metal/USA-SIGNS
1430 Sullivan Street
Elmira, NY 14901-1698
Toll-Free: 800-872-7446
Phone: 607-734-2295
Fax: 607-734-8783 Attn: B. Beach, MKTG/TCI
E-Mail: bbeach@usa-sign.com
Web: www.usa-sign.com
Contact: B. Beach, Mktg@TCI
Manufacturer of work zone and safety products since 1947, with a complete line of portable sign stands, roll-up signs, flags, storage bags, center-hinged signs, flagger paddles, barricades, Visi-Flash barricade lights. We’re a National Distributor of associated products.

ECHO - Midwest Equipment & Supply Inc.
901 Keck Avenue
Evansville, IN 47710
Toll-Free: 800-234-5693
Phone: 812-425-6216
Fax: 812-425-6294

ECHO Incorporated
400 Oakwood Road
Lake Zurich, IL, 60047
Toll-Free: 800-432-3246 for nearest dealer
Toll-Free: 800-673-1558 for customer service
Phone: 847-540-8400
Fax: 847-540-8416

Elliott Equipment Company
4427 South 76 Circle
Omaha, NE 68127
Phone: 402-392-4500
Fax: 402-392-4553
Contact: Dave Heck
Fifty years of manufacturing full hydraulic, telescopic manlifts and cranes. Working heights from 36 to 158 feet. Units may be insulated to 45kV. Cranes up to 15-ton capacity. Large platform capacities. Ideal for takedowns.

Elliott Equipment Company
4427 South 76 Circle
Omaha, NE 68127
Phone: 402-392-4500
Fax: 402-392-4553
Contact: Dave Heck
Fifty years of manufacturing full hydraulic, telescopic manlifts and cranes. Working heights from 36 to 158 feet. Units may be insulated to 45kV. Cranes up to 15-ton capacity. Large platform capacities. Ideal for takedowns.

Elliott Equipment Company
4427 South 76 Circle
Omaha, NE 68127
Phone: 402-392-4500
Fax: 402-392-4553
Contact: Dave Heck
Fifty years of manufacturing full hydraulic, telescopic manlifts and cranes. Working heights from 36 to 158 feet. Units may be insulated to 45kV. Cranes up to 15-ton capacity. Large platform capacities. Ideal for takedowns.

Engine Center, Inc.
2351 Hilton Road
Ferndale, MI 48220
Toll-Free: 800-726-8870
Phone: 248-399-0002
Fax: 248-399-3142
Contact: Tom Trimble
Supplier of gas and diesel engines. Complete engines, parts and service for Continental, Deutz, Ford or Isuzu. We also stock clutches and PTO’s.
See our ad in 4-color Buyers’ Guide

(M) Fairmont/Greenlee Textron
4455 Boeing Drive
Rockford, IL 61109
Phone: 815-397-7070
Fax: 815-397-8289
E-Mail: Ifulfill@greenlee.textron.com
Web: www.greenlee.textron.com
Contact: Sandy Turner
Greenlee’s Fairmont product line includes hydraulically powered tree trimming and cutting equipment used by leading tree services worldwide. Offering hand-held chain saws, pole saws, drills and bits. Fairmont products perform reliably in all weather extremes. Catalog available.
See our ad in 4-color Buyers’ Guide

(M) Fanno Saw Works
PO Box 628
224 West Eighth Avenue
Chico, CA 95927-0628
Phone: 530-895-1762
Fax: 530-895-0302
E-Mail: info@fannosaw.com
Web: www.fannosaw.com
Contact: Robert A. Fanno
Manufacturer of folding saws, curved-blade tree saws, pole saws & special purpose saws. Also, supplier of pole pruners with wood or fiberglass poles. Fanno International, supplier of Tri-Edge pruning saws with durability in mind.
See our ad in 4-color Buyers’ Guide
(M) Fecon Resource Recovery Equipment
10350 Evendale Drive
Cincinnati, OH 45241
Toll-Free: 800-528-3113
Phone: 513-956-5700
Fax: 513-956-5701
E-mail: Fecon@Fuse.net
Web Site: www.Fecon.com
Contact: John Heekin
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(M) Federal Signal Corporation
2645 Federal Signal Drive
University Park, IL 60466
Toll-Free: 800-824-0254
Phone: 708-534-3400
Fax #1: 800-682-8022
Fax #2: 708-534-7035
E-mail: amberinfo@fedsig.com
Contact: Mr. Jan Mol
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(D) Fehr Brothers Industries
895 Kings Highway
Saugerties, NY 12477-4356
Toll-Free: 800-431-3095
Phone: 914-246-9525
Fax: 914-247-8316
E-mail: mac@fehr.com
Web: www.fehr.com
Contact: B. R. "Mac" MacColluch
Eye bolts, thimbles, J-lags, lag thread
binder, cutting tools, bolts, chain and
cable cutters, hardware in stainless or
galvanized steel.

(S) First Sierra Financial Inc.
Chase Tower
600 Travis Street, Suite 6920
Houston, TX 77002
Toll-Free: 800-745-9292 x 3249
Phone: 713-332-0088 x 3249
Fax: 713-221-1818
Contact: David Bethea
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(M) Florian Ratchet-Cut
PO Box 325
Plantsville, CT 06479
Phone: 860-628-9643
Fax: 860-628-6036
E-mail: sales@florianrachetcut.com
Web: www.florianrachetcut.com
Contact: Nat Florian

(M) FMC Corporation - Specialty Products Business
1735 Market Street
Philadelphia, PA 19103
Toll-Free: 800-321-1FMC (1362)
Phone: 215-299-6804
Fax: 215-299-6100
Contact: Barry Schwartz, Mktg. Mgr.
FMC manufactures Astro and Talstar insecticides for use on trees, ornamentals
and lawns. Call your chemical supplier for details or call 1-800-321-FMC for your
nearest FMC sales representative.
Affiliated Location:
(M) FMC Corporation - Specialty Products Business
1175 Hoosick Road #4
Troy, NY 12180
Phone: 518-279-2855
Fax: 518-279-2857
Contact: Arden Bull
Astro-Insecticide and Talstar Flowable Insecticide - Miticide. Both are safe on
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with "Caution" labels.

(D/M) Ford Power Products
28333 Telegraph Road, Ste. 300
Southfield, MI 48034
Toll-Free: 800-833-4773
Phone: 248-945-4380
Fax: 248-945-4391
E-mail: jandres@ford.com
Contact: John Andreas

(D) Ford Power Products
205 West Rankin Street
PO Box 8397
Jackson, MS 39284-8397
Toll-Free: 800-360-7788
Phone: 601-354-3565
Fax: 800-543-4203
E-mail: fsi@forestry-suppliers.com
Web: www.forestry-suppliers.com
Contacts: Jerry Pelly, Clay Walker, Ken Peacock
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(D) Forrest Lytle & Sons, Inc.
740 West Galbraith Road
Cincinnati, OH 45231
Phone: 513-521-1464
Fax: 513-521-0779
Contact: Peggy J. Lytle

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(S) Geystone Financial Group, Inc.
PO Box 1447
West Chester, PA 19380
Toll-Free: 888-718-1500
Phone: 610-738-7100
Fax: 610-738-0871
E-Mail: Gstonefin@aol.com
Contact: Bruce Krah, Bob Krah, Elisa Kristman

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Arvada, CO 80002
Phone: 303-278-9112
Fax: 303-279-5101
E-Mail: growgun@denver.infi.net
Web: www.denver.infi.net\_growgun

(D) Growtech, Inc.
1724 Elmhurst Road
Elk Grove Village, IL 60007-5909
Toll-Free: 800-204-GROW (4769)
Phone: 847-427-1377
Fax: 847-427-1455
E-Mail: info@growtech-inc.com
Web: www.growtech-inc.com
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Fax: 508-222-5254
Contact: Steaven Zumalt

Husqvarna Forest & Garden Co.
9006-J Perimeter Woods Drive
Charlotte, NC 28216
Toll-Free: 800-GET-SAWS (438-7297)
Phone: 704-597-5000
Fax: 704-599-4302
Web: www.husqvarna.com
Contact: Barbara Paez

IML - Instrument Mechanic Labor, Inc.
3015 Canton Road, Ste. 14
Marietta, GA 30066
Toll-Free: 888-JOEY-IAS (563-9427)
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Fax: 704-599-4302
E-Mail: sales@imlusa.com
Web: www.imlusa.com
Contacts: Oliver Hein, Chris Wilhelm
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Independent Protection Company
1603-09 South Main Street
PO Box 537
Goshen, IN 46526
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Fax: 219-534-3719
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Web: www.IPCLP.com
Contacts: Robert E. Cripe, Rob Cripe
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Phone: 207-854-4990
Contact: Joey Bello

International Society of Arboriculture
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Champaign, IL 61826-3129
Toll-Free: 1-888-ISA-TREE (472-8733)
Phone: 217-355-9411
Fax: 217-355-9516
E-Mail: isa@isa-arbor.com
Web: www.isa-arbor.com
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(M) Jameson Corporation
1451 Old North Main Street
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Web: www.jamesoncorp.com
Contact: Randy Campbell
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(M) John Bean Sprayers
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Fax: 706-882-0052
E-Mail: johnbean@durand-wayland.com
Contact: Ray Perry
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(D/M) K & R Products
521 Hawthorne Avenue
Los Altos, CA 94024
Phone: 650-967-4676
Fax: 650-967-6457
Contact: Ken Johnson

(D/S) W.A. Kraft Corporation
199 Wildwood Avenue
Woburn, MA 01801
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Fax: 603-752-7621
Contact: Rich Labonville

(D) Landscapers Supply Corporation
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Fax: 626-444-7414
E-Mail: mauget@mauget.com
Web: www.mauget.com
Contact: Nate Dodds, Dale Dodds

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(D/M) Minnesota Wanner Company
5145 Eden Avenue South
Minneapolis, MN 55436
Toll-Free: 800-247-4998
Phone: 612-929-1070
Contact: Tom Wanner

(D/M) MIRK Inc./Toombs Truck & Equipment Co. Inc.
7629 Chippewa Road
Orrville, OH 44667
Phone: 330-669-2000
Fax: 330-669-3732
Contact: Richard Thut

(M) Monterey Lawn & Garden Products, Inc.
3654 South Willow Avenue
PO Box 35000
Fresno, CA 93745-5000
Phone: 559-499-2100
Fax: 559-499-1015
Web: www.montereylawngarden.com
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Winn, MI 48896-1000
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Phone: 517-866-2381
Fax: 517-866-2280
E-Mail: morbark@worldnet.att.net
Web: www.morbark.com
Contacts: Neil Shumacher, Mark Rau
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Fax: 215-721-2800
Contact: Mark W. Phipps

(M) MTI Insulated Products, Inc.
(Formerly TECO & HOLAN)
9733 Indianapolis Road
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Toll-Free: 800-860-5438 (Outside IN)
Phone: 219-747-1631
Fax: 219-747-6732
Contact: David Wick

(S) National Arborist Association
Route 101, The Meeting Place Mall
PO Box 1094
Amherst, NH 03031-1094
Toll-Free: 800-733-2622
Phone: 603-673-3311
Fax: 603-672-2613
E-Mail: naa@natlarb.com
Web: www.natlarb.com
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(S) Natural Path Forestry Consultants
PO Box 7723
Missoula, MT 59807-7723
Phone: 406-721-3263
Fax: 406-543-2295
E-Mail: natpath@naturalpath.com
Web #1: www.naturalpath.com
Contact: Mark Duntemann
Hazard tree assessments, expert witness, tree inventories, training workshops—forest management for urban/rural communities.
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(D) Niemeyer Corporation
PO Box 1477
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Fax: 610 353 7200
Contact: Karl Niemeyer

(D) North American Engine Company
3003 Thurston Avenue
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Phone: 336-370-4776
Fax: 336-370-4993
E-Mail: naccompany@msn.com
Contact: James L. Hamrick

(D) NESCO, Inc.
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Fax: 219-824-6350
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Web: www.nescosales.com
Contact: Tim Simpson
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Fax: 508-679-2363
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(D) North Coast Engines, Inc./Crane & Shovel Sales Corp.
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(D) Northeast Shade Tree
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Fax: 603-436-1493
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(D) Northeastern Associates
19 “H” Commerce Road
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Toll-Free: 800-261-SPRAY (7772)
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Fax: 973-227-0865
Contact: Vince Dujets
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Fax: 925-779-1421
E-Mail: cordle@value.net
Contact: Gloria Cordle

(D/M) NU-ARBOR Tree & Shrub Care Products
PO Box 151455
Grand Rapids, MI 49515-1455
Toll-Free: 888-773-8777
Phone: 616-456-8626
Fax: 616-456-7780
E-Mail: grdabar@nu-arbor.com
Web: www.nu-arbor.com
Contact: Brian Barnard
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(S) Ogilvy, Gilbert, Norris & Hill Insurance
PO Box 929
Santa Barbara CA 93102
Toll-Free: 800-566-6464 x 257
Fax: 805-966-7810
E-Mail: mshipp@ognh.com
Contact: Mark Shipp

(D/M) On Rope 1, Inc.
6313 Jan Lane Drive
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Phone: 423-344-4716
Fax: 423-344-9089
E-Mail: onrope.1@bigfoot.com
Contact: Bruce Smith
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(D) Opdyke, Inc.
3123 Bethlehem Pike
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Phone: 215-721-4444
Fax: 215-721-4350
Web: www.opdykes.com
Contact: Robert Opdyke

(S) OBL Financial Services Inc.
120 East Ogden Avenue, Suite 23
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(D) Opdyke, Inc.
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Fax: 215-721-4350
Web: www.opdykes.com
Contact: Robert Opdyke

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Toll-Free: 800-PCA-INSO (722-4676)
Phone: 914-478-3127
Fax: 914-478-3412
Contact: Sol J. Oberman, CPCU

(S) Ogilvy, Gilbert, Norris & Hill Insurance
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Santa Barbara CA 93102
Toll-Free: 800-566-6464 x 257
Fax: 805-966-7810
E-Mail: mshipp@ognh.com
Contact: Mark Shipp

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6313 Jan Lane Drive
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Phone: 423-344-4716
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Phone: 011-441-81-748-9898
Fax: 011-441-81-748-4250
Contact: Jeremy Pilch

(M) Plastic Composites Corporation
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Fax: 305-254-3889
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Contact: Gary Winemaster

(M) Power Planter
149 North Market Street
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Phone: 217-379-2614
Fax: 217-379-2614
Contact: Wayne Niewold

(D) Powertech Equipment, Inc.
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Louisville, KY 47715
Phone: 502-366-7260
Fax: 502-366-2126
Contact: Lon Pinaire

(S) Practical Solutions, Inc
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Contact: Anthony P. Marban

(M) Progress Leasing
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Fax: 610-630-9097
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(S) Prostaffing
841 Bishop Street, Suite 420
Honolulu, HI 96813
Phone: 808-524-1733
Fax: 808-523-3435
Contact: Joan C. Kitchen

(M) Quality Metal Products
846 1-20 West
Clyde, TX 79510
Phone: 915-893-5551
Fax: 915-893-2249
Contact: Bruce Reeves
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<th><strong>RAM Posiquip</strong></th>
<th><strong>Reading Body Works, Inc.</strong></th>
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<tbody>
<tr>
<td>2239 Edgewood Avenue South St. Louis Park, MN 55426</td>
<td>1525 23rd Avenue (M) Rockford, IL 61104 W&amp; P0 Box 650</td>
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<td>Toll-Free: 877-272-6747 Phone: 612-922-3810 Fax: 612-252-4720 E-Mail: <a href="mailto:tprosser@rainbowtreecare.com">tprosser@rainbowtreecare.com</a> Web: <a href="http://www.rainbowtreecare.com">www.rainbowtreecare.com</a> Contacts: Tom Prosser, Jim Zwack</td>
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<tr>
<td><strong>Rapco Industries, Inc.</strong></td>
<td><strong>Rayco Manufacturing, Inc.</strong></td>
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<tr>
<td>6000 NE 88th Street, Ste. D-104 Vancouver, WA 98665</td>
<td>4255 Lincoln Way East Wooster, OH 44691-9954</td>
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<tr>
<td>Toll-Free: 800-959-6130 Phone: 360-573-0090 Fax: 360-573-0046 E-Mail: <a href="mailto:rapco_carbide@prodigy.net">rapco_carbide@prodigy.net</a> Web #1: <a href="http://www.rapcoinq.qpg.com">www.rapcoinq.qpg.com</a> Web #2: <a href="http://www.arborists.com/Rapco.htm">www.arborists.com/Rapco.htm</a> Contact: Ronald F. Blehm</td>
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<td><strong>Rayco Manufacturing, Inc.</strong></td>
<td><strong>Rayd Drug Testing Services</strong></td>
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<tr>
<td><strong>Rapid Drug Testing Services</strong></td>
<td>97300 Overseas Highway, Suite 2 Key Largo, FL 33037</td>
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<tr>
<td>97300 Overseas Highway, Suite 2 Key Largo, FL 33037</td>
<td>Toll-Free: 888-797-6800 Phone: 305-810-1662</td>
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<tr>
<td>Toll-Free: 888-797-6800 Phone: 305-810-1662 Fax: 305-810-0947 E-Mail: <a href="mailto:REMKEDG@AOL.COM">REMKEDG@AOL.COM</a> Contact: Jim Lutz</td>
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<td><strong>Robin Outdoor Power Equipment/ Carswell Import &amp; Marketing Associates</strong></td>
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<td>4807 Woodward Avenue PO Box 9357 Downers Grove, IL 60515</td>
<td>1300 Orange Road Culpeper, VA 22701</td>
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<tr>
<td>Phone: 630-810-1662</td>
<td>Phone: 540-825-0440 Fax: 540-825-0440</td>
</tr>
<tr>
<td>E-Mail: <a href="mailto:pocrunner@aol.com">pocrunner@aol.com</a> Web: <a href="http://www.rapiddrug.com">www.rapiddrug.com</a> Contact: Peter O’Connor Drug Free Workplace?? FDA approved employer drug test kits. Use on the job for pre-employment, post-accident testing. Test for marijuana, cocaine, opiates, PCPs and AMPs. Results in three to five minutes. Laboratory accurate. Low Cost. To order, call toll-free 1-888-797-6800. Visit <a href="http://www.rapiddrug.com">www.rapiddrug.com</a>.</td>
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<td><strong>(D) Robin Outdoor Power Equipment/ Carswell Import &amp; Marketing Associates</strong></td>
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<tr>
<td>PO Box 16221 Winston-Salem, NC 27115</td>
<td>Phone: 336-767-9432 Fax: 336-767-8802</td>
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<td><strong>(M) ROOTSinc</strong></td>
<td><strong>(D) Robin Outdoor Power Equipment/ Carswell Import &amp; Marketing Associates</strong></td>
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<td>3120 Weatherford Road Independence, MO 64055</td>
<td>Phone: 816-254-6000 Fax: 816-254-1408</td>
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<tr>
<td>Toll-Free: 800-342-6173 Phone: 540-825-4401 Fax: 540-825-4401 Web: <a href="http://www.rootsinc.com">www.rootsinc.com</a></td>
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<td><strong>Saisco, Inc.</strong></td>
<td><strong>Saisco, Inc.</strong></td>
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<td>105 School House Road Cheshire, CT 06410</td>
<td>105 School House Road Cheshire, CT 06410</td>
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<td>Toll-Free: 800-872-5726 Phone: 203-271-1682 Fax: 203-271-2596 Contact: Sal Rizzo</td>
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<td><strong>Saisco, Inc.</strong></td>
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PO Box 2810
Tualatin, OR 97062-1090
Toll-Free: 800-521-7733
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Fax: 503-692-6696
E-Mail: info@shindaiwa.com
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Phone #2: 570-389-1040
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E-Mail: sales@pickscs.com
Web: www.pickscs.com
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Fax: 301-582-3639
Contact: Donald F. Blair
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Web: www.timberwolfcorp.com
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E-Mail: treeman@mindspring.com
Web: www.treeclimbing.com
Contact: Peter Jenkins

(M) Tree Feeder Division
PO Box 974
Warsaw, IN 46581-0974
Toll-Free: 800-822-8733
Phone #1: 219-268-9616
Phone #2: 219-269-5888 (Main Plant)
Fax #1: 219-268-2334
Fax #2: 219-269-1047 (Main Plant)
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Fax: 765-463-3157
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Phone: 732-634-8400
Fax: 732-634-5379
Contact: Jennifer McDarby

(M) Tree Tech Microinjection Systems
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Williston, FL 32696
Toll-Free: 800-622-2831
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Fax: 352-528-0777
E-Mail: treetek@aol.com
Web: www.info@treetech.net
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Fax: 503-635-0084
E-Mail: info@treetools.com
Web: www.treetools.com/climb/
Contact: Larry Campbell

(M) TreeSource Inc.
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Easton, MD 21601
Toll-Free: 877-24-TREES (248-7337)
Phone: 410-822-1388
Fax: 410-820-4797
E-Mail: treesource@friend.ly.net
Contact: Celia West

(M) Triangle Research Inc.
300 Lawrence Road
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Phone: 919-732-1388
Fax: 919-732-1349
Contact: Matthew Johnson

(D) Trueco, Inc.
115 Longbranch Road
Kings Mountain, NC 28086
Toll-Free: 800-642-5438
Phone: 704-739-9591
Fax: 704-739-1401
E-Mail: trueco@shelby.net
Web: www.TRUECO.com
Contact: Butch Trice
(M) Vermeer Manufacturing Company
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Pella, IA 50219
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Fax: 330-674-0330
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Web: www.weaverleather.com/arborist
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Phone: 626-336-4999
Fax: 626-336-4899
Contact: Bert Kenyon

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(D) WesSpur, LLC
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Phone: 360-734-5242
Fax: 360-733-6311
E-Mail: wesspur@wesspur.com
Web: www.nas.com/wesspur
Contact: Carla Benson

Affiliated Locations
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Fax: 503-543-7110
E-Mail: boots@westcoastshoe.com
Web: www.westcoastshoe.com
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Fax: 317-273-7024
E-Mail: woodmizer@woodmizer.com
Web: www.woodmizer.com
Contact: Kevin Corder

(M) Wood/Chuck Chipper Corporation
PO Drawer 400
Shelby, NC 28151
Toll-Free: 800-269-5188
Phone: 704-482-4356
Fax: 704-482-7349
E-Mail: woodchuck@shelby.net
Web: www.woodchuckchipper.com

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So. Burlington, VT 05407
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Phone: 802-658-1700
Fax: 802-862-6076
E-Mail: oakred@aol.com
Web: www.machinerytrader.com/woodscrewcranes
Contact: Christopher Palmer

(M) Willman’s Earth Restoration Company/ The Troubled Soils Co., Inc.
75 Daggett Street, Daggett Square
New Haven, CT 06519
Toll-Free: 800-770-5010
Phone #1: 203-782-5944
Phone #2: 203-821-2398
Fax: 203-782-1616
E-Mail: treacyfa@ix.netcom.com
Web: www.willmanearthdoctor.com
Contacts: Ed Willman, Joe Martin

(M) Wis-Con Total Power Corporation
3409 Democrat Road
PO Box 181160
Memphis, TN 38118-1160
Toll-Free: 800-932-2858 x 4086
Phone: 901-365-3600
Fax: 901-369-4050
Web: www.totalpower.com
Contact: Dell Roberts

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Elizabeth Farm, Thornford Rd.
Crookham Common
Thatcham, Newbury
Berks England RQ19 8EL
Phone: 011-441-63-526-9333
Fax: 011-441-63-526-9444
Contact: Harold R. Loverly

(M) Zenith Cutter Company
5200 Zenith Parkway
PO Box 2252
Rockford, IL 61131-0252
Toll-Free: 800-223-5202
Phone: 815-282-5200
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