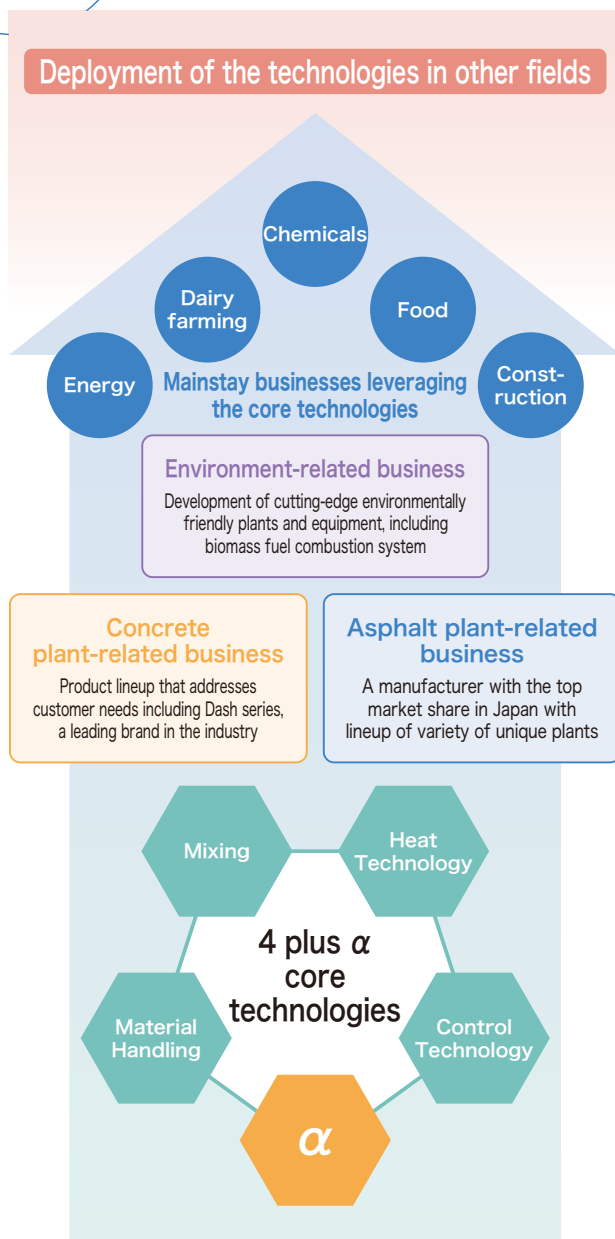


Feedback from customers



To establish a stronger platform for value co-creation, the Nikko Group asks customers to provide feedback and requests to see how satisfied they are with the plants and machines it has delivered and what improvements it can make, so it will enhance the quality of its products and services and develop new offerings based on the input. For this report, we had the privilege of talking to three customers—Ishibashi Kensetsu Kogyo, DT Precon, and Tokyo Sekiyu Kogyo—to learn about their views.

Customer's voice 1

[Asphalt plant]

Ishibashi Kensetsu Kogyo



Ishibashi Kensetsu Kogyo is based in Hekinan, Aichi Prefecture. Hekinan is well known for its traditional industries, including ceramics, casting, and brewing. The company recently upgraded the NAP U-1000 it had used since 1981 to NAP VP111-4513ABAr. We interviewed Factory Manager Imamura about how the company reached the decision on the upgrade.

Q Why did you decide to upgrade your asphalt plant (AP)?

A It had been about 40 years since the NAP U-1000 we used were installed. As it aged, the maintenance costs rose. Abrupt failure also became frequent, which is why we decided to upgrade the AP.

Q Would you tell us why you decided to use Nikko's AP?

A Nikko is a reliable manufacturer with a long track record of delivering APs. It also does maintenance for numerous other plants and is quick in supplying parts. These were the decisive factors.

Q What differences has the new plant made since it came into operation?

A As a new model, I find VP111 environmentally responsible as well as safe. In regard to safety, VP111 does not have a piece of equipment like a conveyor belt to transfer recycled materials into a mixer, reducing the risk of accident. This allows us to operate the plant with a sense of reassurance. The drive-through style layout also helps prevent minor collisions between dump trucks in the plant. Furthermore, VP111 is designed in such a way that it has a lower impact on the environment than any other plants that came before it. With reduced CO₂ emissions, it is more in harmony with the local environment. I think the plant contributes significantly to environmental protection.

Q Please tell us what Nikko can do more for your plant.

A I would like Nikko's service staff to provide maintenance that is as quick as it always has been.

Customer's voice 2

[Batcher Plant (BP)]
DT Precon, K.K.

DT Precon was established in May 2022 as a joint venture by Takenaka Corporation and Daikyo Kensetsu. The company manufactures and sells mostly precast concrete for construction ("PC products"). For this report, we interviewed President Mogi, Production Manager Asaba, and administration Manager Kawashima.

Q Why did you decide to introduce this batcher plant?

A We used to buy ready-mixed concrete from a nearby plant to produce our products. When we reached a point where we expected greater demand for PC products going forward, we started planning expansion to build a new plant of our own, along with a new structure that would house a factory, in order to meet various needs.

Q Where was your focus when planning the construction of the plant?

A We needed to have a balancing reservoir because of restrictions applied to our development application. To make the most of the premises we had, we made the area for the plant and equipment as compact as possible and adopted a simple layout.

The factory is surrounded with farmland, and so controlling an environmental impact was also our priority. We introduced the right facilities and placed them in the right place accordingly.

Q Would you tell us what you think of DASH Progress, a new plant model, after a period of use?

A Our priorities were material management using corrugated structures, a high-intensity mixer, and maintainability. The plant provides them all and operates without a hitch. DASH-Hyper is designed to mix and knead concrete that is up to 200N/mm². We hope that this mixer will help us a lot in new product development.

Q Finally, please tell us your view on Nikko and what we can do more for your plant.

A This is the first plant facilities we have owned and used. It would be great if you could continue to provide urgent troubleshooting and regularly visit the plant to support us in preventing failures.

Customer's voice 3

[Mobile plant]

Tokyo Sekiyu Kogyo KK



Tokyo Sekiyu Kogyo was established in 1962 as a subsidiary of Arabian Oil Company, Ltd., the first

Japanese company that successfully developed an oil field. Today, as part of the Fuji Oil Company Group, Tokyo Sekiyu Kogyo continues to achieve growth, contributing to local communities through the road infrastructure it has built over more than 60 years. For this report, we interviewed Representative Director Sakamoto.

Q Would you tell us why you bought the self-propelled impact crusher and stationary screen, and what you think of them as a user?

A The stationary crusher we had used was almost 50 years old, and it crushed asphalt and concrete alternately. The new self-propelled crusher is designed solely for crushing asphalt. It is compact and has only a few parts that require maintenance. We are also satisfied with its performance. However, since it is powered by an engine, it makes a lot of noise. I also think we should have chosen a type with a little greater capability of screen processing. Asphalt is sticky, so I believe the intake part could use improvement. But all in all, we are satisfied.

Q In October 2023, your company additionally bought a self-propelled jaw crusher and an impact crusher. Why did you make these two purchases, and how do you rate these machines?

A We additionally bought these two crushers to use them exclusively to crush concrete. We used to use one machine to crush asphalt and concrete alternately, and so these materials got mixed in the crusher, which caused problems in product quality. This is why we decided to use two crushers to crush asphalt and concrete separately. We noted that the new crusher is really powerful. So we are considering using it to crush natural rocks. Another thing we like about the new crusher is that it requires less time for maintenance than a stationary crusher, which means it can operate longer hours. There is nothing that bothers us when it comes to these concrete crushers.