



Family Owned and Operated Since 1890

DEALER MEETING  
PRESENTATION,  
REFURBISHMENT AND  
RECONDITION PROGRAM

# PROGRAM OBJECTIVES

- Keep Sutphen Customers and Communities in the Sutphen family of products by providing them with the opportunity to Refurbish or Recondition a vehicle *when* buying new isn't an option.
- Provide Dealers and Sales an additional income stream by paying commission for "Refurbs and Recons" and work performed to support the project.
- Work together with Dealers and Sales to streamline communications and actions necessary to get the truck back into operation quickly while enhancing their Sutphen Experience.

# PROGRAM SPECIFICS

## ➡ Refurbishment versus Recondition

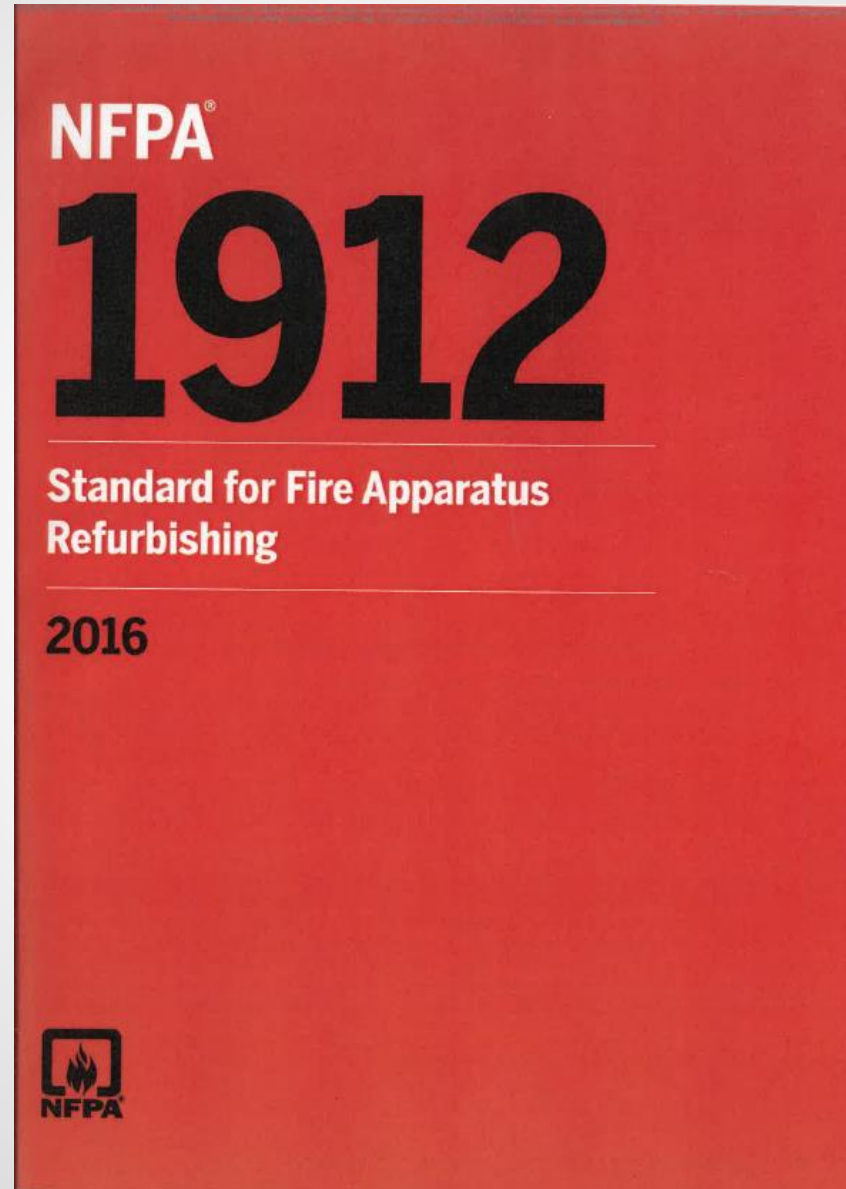
- “Reconditioned” vehicles are processed to meet department expectations generally consisting of work done to improve the basic maintenance and aesthetics of the unit.
- “Refurbished” vehicles are processed to meet the appropriate level of NFPA1912 requirements, as generally listed below;
  - Level 1: “Fire apparatus refurbished to Level 1 standards shall meet the current requirements of NFPA1901 or NFPA1906, whichever is applicable, for those components unless specified otherwise in this chapter”.

# PROGRAM SPECIFICS

## ► Refurbishment versus Recondition, Con't;

- Level 2: “All new or upgraded components utilized in the Level 2 refurbishing shall meet the requirements of the current edition of NFPA1901 or NFPA1906, whichever is applicable, for those components, unless otherwise specified in this chapter”.
- The differences between these steps vary greatly is it must not be assumed that, upon completion, meets any specific level. The requirement (Recon, Refurb Level 1, Refurb Level 2) must be specifically requested and subsequently detailed using the appropriate forms and processes spelled out in NFPA1912

# PROGRAM SPECIFICS



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- Every contract and agreement with the customer must clearly state the requirements in order that the quotation and work are performed to the specified level.
- Proposed commission structure;

<u>Job Value</u>	<u>Commission</u>
\$100,000 to \$150,000	\$5,000
\$151,000 to \$200,000	\$7,500
\$201,000 to \$250,000	\$10,000
\$251,000 to \$300,000	\$12,000
\$301,000 to \$400,000	\$15,000
\$401,000 and over	\$18,000

# PROGRAM SPECIFICS

## ► What it takes to earn the commission:

- ✓ Conduct pre-project review (similar to pre-con's) to help develop the “scope of work”.
- ✓ Review and compare the quote to the “scope of work” and co-sign the quote to help ensure exact project requirements.
- ✓ Help coordinate the transportation schedule to Service and then back to the customer.
- ✓ Conduct mid and final project inspections.
- ✓ Participate in the final review and acceptance.
- ✓ Travel costs will be reimbursed when receipts are turned-in.



# HOW TO PROCESS A “RECON”

## ► Communication Process:

- ✓ When you have an interested customer, please contact JR Garrison. Please do not simply forward the call to JR or JR to the customer. We want you to be involved.
- ✓ JR will work with you and the customer to begin discussing requirements, schedule next steps and develop a quote.
- ✓ Because the projects range greatly in scope, the quoting process can take anywhere from 2 to 4 weeks...possibly longer depending on volume.
- ✓ Turn-around time will also range greatly depending on content and volume but we'll do our best to turn projects as quickly as possible.



# Refurbishment & Reconditioning Projects

ESCONDIDO, CA. - WIP



Upon Arrival

# Refurbishment & Reconditioning Projects

ESCONDIDO, CA.





# Refurbishment & Reconditioning Projects

ESCONDIDO, CA.



# Refurbishment & Reconditioning Projects

ESCONDIDO, CA.



WORK IN PROGRESS



# Refurbishment & Reconditioning Projects

ONEIDA, NY



# Refurbishment & Reconditioning Projects

ONEIDA, NY



Work in process



# Refurbishment & Reconditioning Projects

ONEIDA, NY



At Delivery



# BEFORE AND AFTER SHOTS

PRESSTON, NY



BEFORE

# BEFORE AND AFTER SHOTS

## PRESSTON, NY



AFTER



# BEFORE AND AFTER SHOTS

## PRESSTON, NY



AFTER

THANK YOU!!!