



SUTPHEN

Family Owned and Operated since 1890!



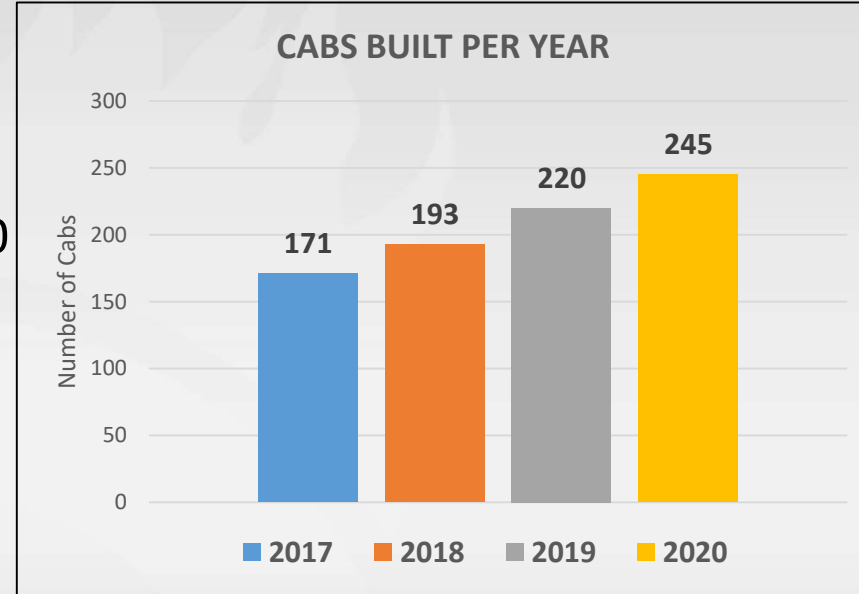
Date 11/12/2020
Kevin Kuszmaul
Hilliard Operations

Sutphen Towers Update - 2020

CAB DEPARTMENT

Improvements and Solutions

- 245 Cabs will be Built and Shipped in 2020
 - 38% - 73" w/ 10" RR
 - 21% - 62" w/10" RR
 - 41% - All other cabs
- 98.9% on-time to schedule
- 5 Cabs Built for Air Bag Crash Tests
- 20% Increased Capacity (added 6th assembly line station and 3 employees)
- Stronger A-Pillar joint and added welds to roof and seat box joints
- Installed New Saw with Auto Gauge for higher quality cuts (no burrs)



Sutphen Towers Update - 2020

CAB DEPARTMENT

IMPROVEMENTS TO PRODUCTS AND PROCESS

- Designing New Door Assembly Process with Mechanical Lifting Equipment
- Designed & Built First 20" Raised Roof with Walk-thru Rear Door
- Designed & Built First 10" Raised Split Roof Cab for Rear Mount Aerials
- Designing, Building and Testing the New Tillerman's Cab
- Modified Fixture to accommodate a Two Door Cab

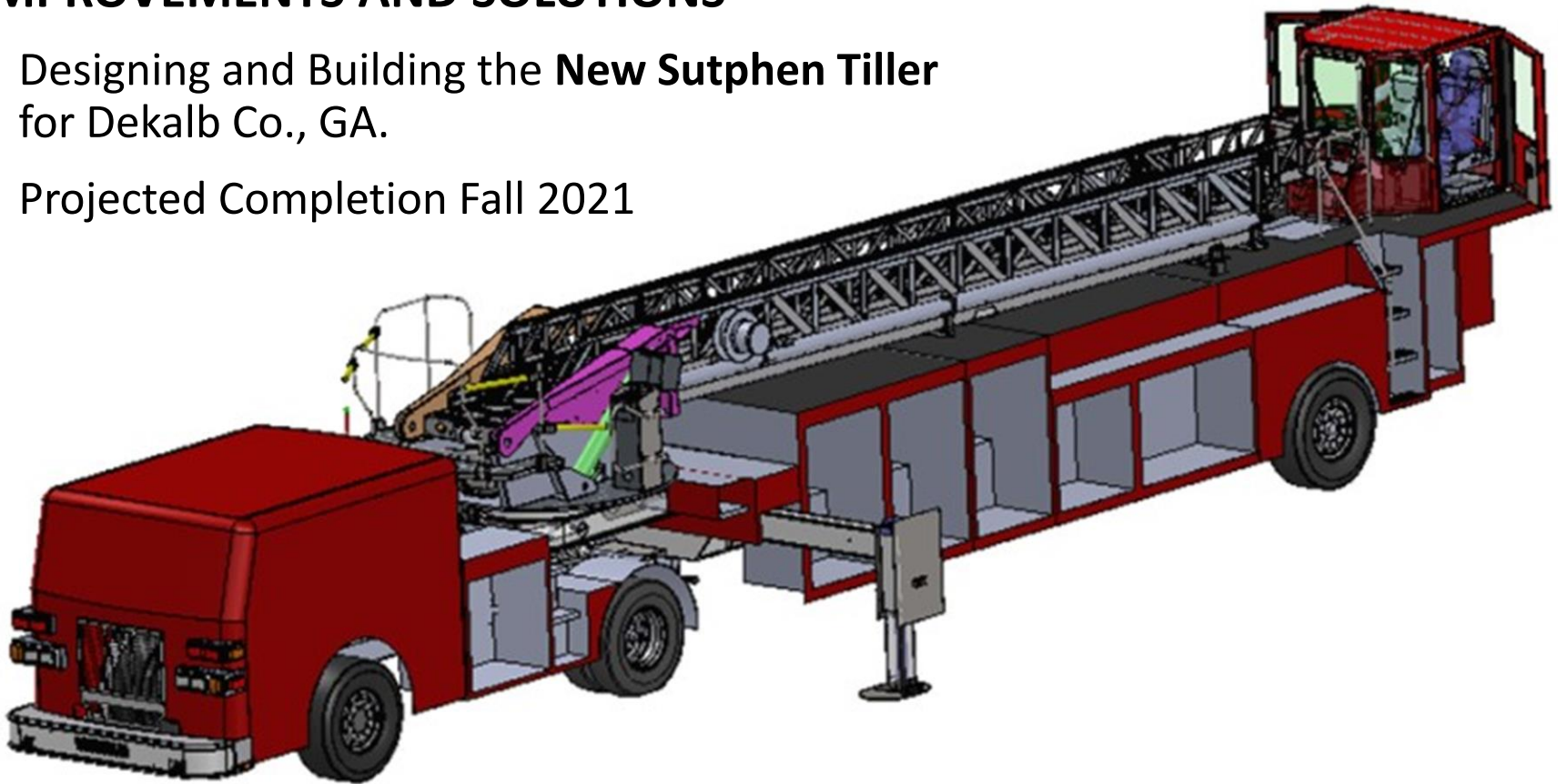


Sutphen Towers Update - 2020

TRUCK DEPARTMENT

IMPROVEMENTS AND SOLUTIONS

- Designing and Building the **New Sutphen Tiller** for Dekalb Co., GA.
- Projected Completion Fall 2021

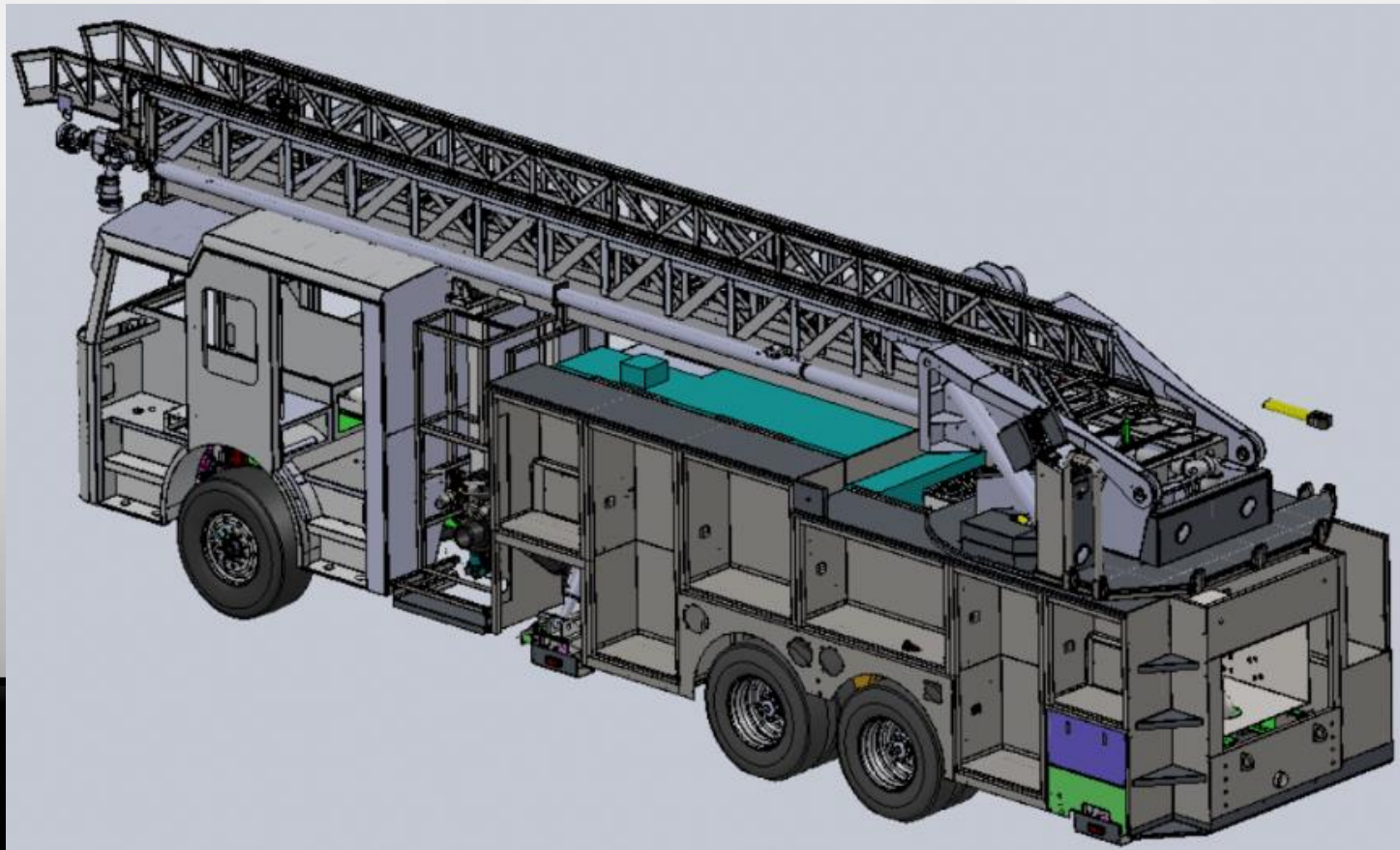


Sutphen Towers Update - 2020

TRUCK DEPARTMENT

IMPROVEMENTS AND SOLUTIONS

- Development of the **SLR108**
 - First Truck - small Torque tube with Ladders up high and 2 H-Style Jacks
 - Second Truck – large Tube w/ Ladders Low inside tube & 4 Underslung Jacks

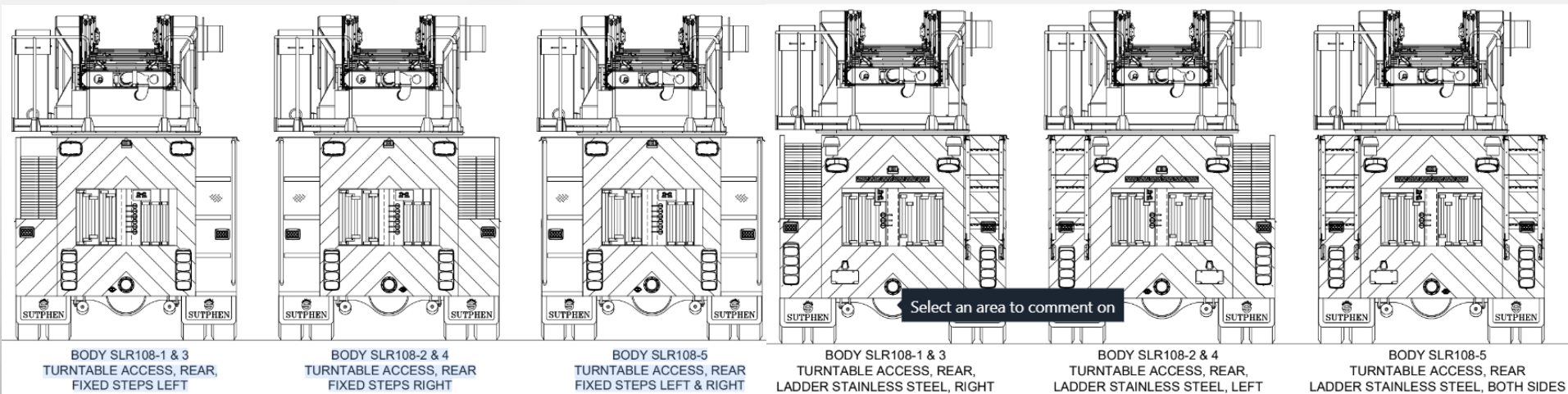


Sutphen Towers Update - 2020

TRUCK DEPARTMENT

IMPROVEMENTS AND SOLUTIONS

- Development of the **SLR108**
 - Newest Trucks will have the following improvements:
 - Multiple Turntable Access configurations
 - Left or Right Hose Bed configurations



Sutphen Towers Update - 2020

TRUCK DEPARTMENT

IMPROVEMENTS AND SOLUTIONS

- Development of the **SLR108**
 - Newest Trucks will have the following improvements:
 - Water Tank up to 500 g.
 - Raise Split Roof Cab



Sutphen Towers Update - 2020

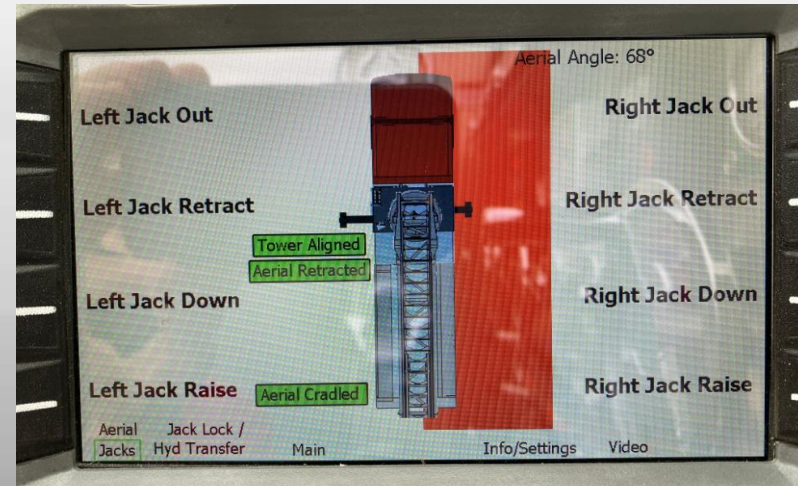
TRUCK DEPARTMENT

IMPROVEMENTS AND SOLUTIONS

- New SL75 Features (Like on the SP70)
 - Short Jacking - Ladder will not go over short jacked side
 - Cab & Body Crush Avoidance – prevents aerial from hitting cab and body
 - Hose Load – Raise Aerial without Jacks
 - Auto Stow – If ladder is in zone near rear of the truck, hold one button to safely bed ladder
 - Remote Truck Connectivity – Blue Tooth connection to remotely look at programming



HOSE LOAD



SHORT JACK

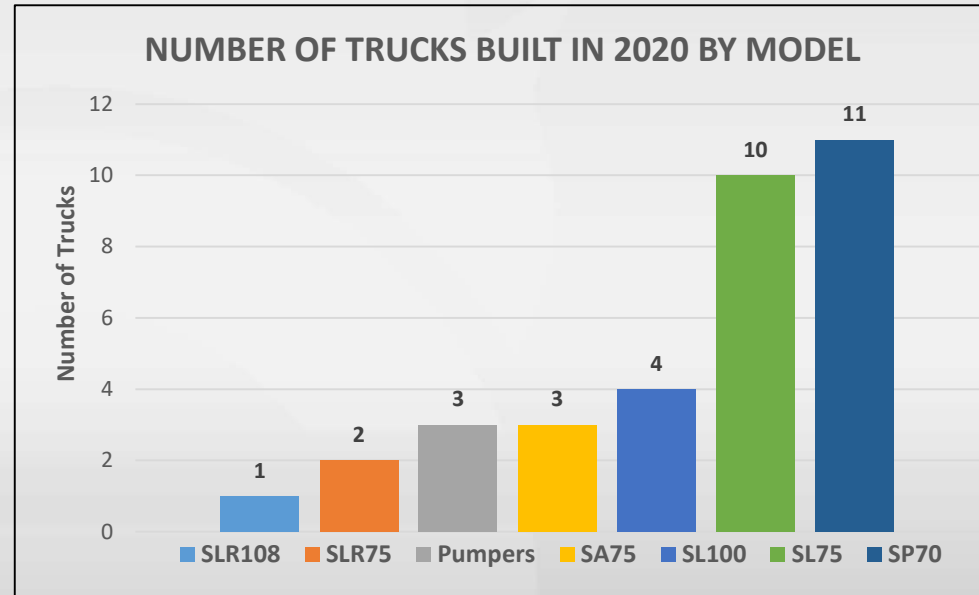


Sutphen Towers Update - 2020

TRUCK DEPARTMENT Continued...

PRODUCTION OUTPUT

- 34 Trucks built at Towers in 2020
 - 11 - SP70
 - 10 - SL75
 - 3 - SA75
 - 2 - SLR75
 - 4 - SL100
 - 3 - Pumpers
 - 1 - SLR108
- 7 Demos
 - 2 - SL75
 - 1 - SL100
 - 3 - SP70
 - 1 - SLR108
- 32 Trucks were sold YTD
- Trucks Delivered in 8-12 months. Average in 10 months



Sutphen Towers Update - 2020

Hilliard Service

- Steve Rideout does a great job!
- Major project completed for Columbia, Mo. – New Chassis
- Over 40 service contracts
- Over 100 trips to the customers
- Warranty Work
- Hundreds of Service Phone Calls answered
- Over \$700K in service jobs processed
- John Rinehart does an excellent job getting service parts shipped quickly



Sutphen Towers Update - 2020

FACILITY IMPROVEMENTS

- New Saw in Cabs
- New Spot-free Truck Washing System
- New Rack in Building 8 & Tight Radius Forklift
- New “Champion” Windows in offices this December
- New Big ARGON Gas Welding Tank with outlets for every welder in 3 buildings
- New Server for our Drawings and installed MS Office 360 across all computers
- Updating our ERP Software – Microsoft D365
- New Graphics Printer & 2 New Copy/Printer Machines
- Dredged The Pond to make Deeper
- Re-Conditioned Paint Booths
- Quoting a 10 Ton Crane outside for Rear Mounts and Large Pumps



Sutphen Towers Update - 2020

PERSONNEL CHANGES

- We hired 7 employees in 2020 – high quality!
- 5 employees left for various reasons. 😞
- We are still looking to hire 6 more including an Electrical Engineer.

Future Capacity

- We hire people to handle the expected demand
- We are only running 3.7% overtime in 2020
- We can add a 2nd and 3rd shift if demand requires...so bring on the orders!

COVID 19 and Safety

- We are complying with the ever-changing state rules
- One positive case at Hilliard Facility 🧑🏻
- Safety is Top Priority – Zero Lost Time Accidents!

