



SUTPHEN

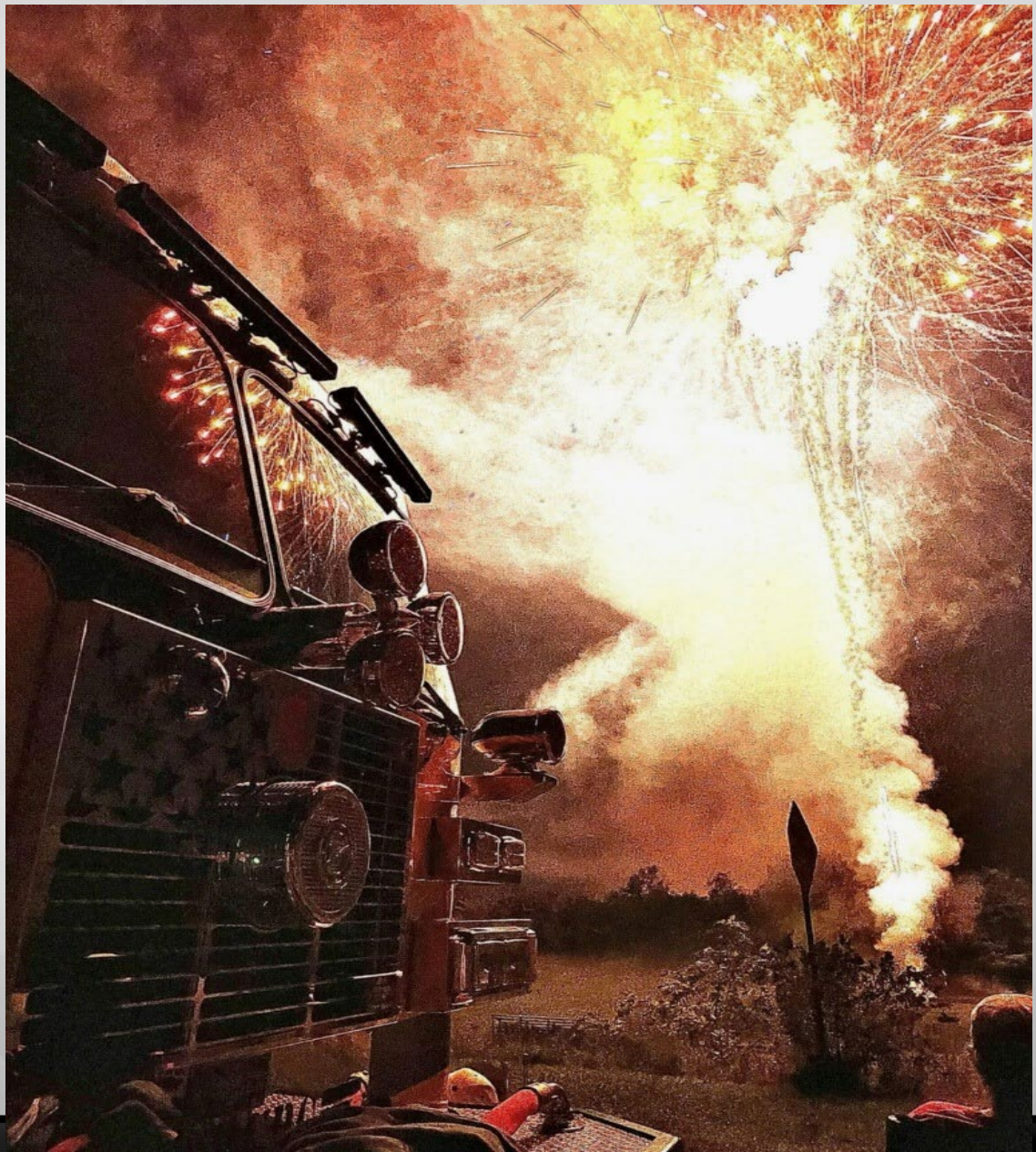
Family Owned and Operated since 1890!



Date 10/2024
Darryl
East

EAST UPDATES

- Locations
 - East – All production- Pumpers, Rescues, Tankers
 - Hollisterville- Service, refurbs and tool mounting
- Road closures
 - Rte. 690
- New Lunch options
 - Jersey Mikes
 - Drafts Bar & Grill
- New Dinner options
 - Hooked – Clarks Summit
 - Guytano's Steak house – Clarks Summit
 - Dave & Busters- Montage Mtn.
- Breeze Airways- new direct flights at AVP
 - Myrtle Beach
 - Fort Myers
 - Tampa
 - Orlando



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PERSONNEL - PRODUCTION

TONY SAMBUCA – OPERATIONS MANAGER

Key Dealer Interaction Responsibilities:

- Schedules
- Final Inspection Scheduling
- Oversees All Day to Day Production



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PERSONNEL - ENGINEERING

Steve Dorfman- Engineering Manager (Less Projects)

Jakob Gordon- Project Engineer

Raghu Ranganatha – Project Engineer

Nichole Noto- Project Coordinator

- Shop order updates
- Customer portal
- Change orders
- Graphics proofs
- Enhancing customer experience at pre con and final



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PRODUCTS- TANKERS



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TANKER UPDATES

- Lead Times
 - 26-28 months
- Commercial chassis:
 - Delays from IH and FL unacceptable levels, damaging relationships
 - Kenworth best option (Fire Trucks exempt from EV sales dealer requirements)
 - Faster pre con is needed
 - Commercial chassis ordered within 90 days of receiving the order
- Noteworthy items:
 - Raptor now standard behind porta tanks, if surface is painted
 - Standardizing on IC switch packs for dumps on rear of body
 - Changing to all Whelen CORE for control package, CENCOM being discontinued



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Process Improvements



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Process Improvements



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PRODUCTS- PUMPHERS



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PUMPER UPDATES

- Lead Times
 - 26-28 months
- Noteworthy items:
 - Raptor now standard behind porta tanks, if surface is painted- (yes, on pumpers too)
 - “C” series discontinued.
 - Reminder- East does not currently offer Program Pumpers
- Commercial Pumpers
 - If commercial pumper is desired, build up as a custom with Kenworth chassis.
 - Faster pre con is needed



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Process Improvements



5 Fully trained and
functioning crew bays



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Process Improvements



Prep-Team development



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PRODUCTS - RESCUES



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RESCUES- UPDATES

- High body rings (the name matters....)
- Rear staircases
- Slam / coffin door compartment switches- Proximity Style
- Coffin wiring enclosures
- Walk-in interiors



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Process Improvements



High
Body
Ring

Protective
backing
plates

High Body rings



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Process Improvements



Coffin Wire Protection



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Process Improvements



Coffin Wire Protection



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Walk in Tops



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Latest Walk in Rescue



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Walk in Interiors



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Walk in Interiors



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THANK YOU

- Darryl.Rhyne@Sutphen.com
- 570-470-3098



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