



To: Dealer Network

From: Sutphen Sales Team

Date: July 2, 2021

RE: Customer/Dealer Supplied Equipment

The Sutphen sales team has seen an increasing number of requests to install customer supplied equipment in SQS2 quotes. While these requests have been addressed on a case by case basis in the past, Sutphen will be implementing new restrictions regarding these customer supplied items going forward.

There will be no changes for items that have an SQS2 option in the system such as radio heads, radio antennas, and bumper mounted bells. Sutphen will continue to install these items if the option(s) are selected when an order is submitted.

For other items such as deck guns, intake valves, Q2B sirens, intercom systems, generators, etc. Sutphen will no longer be installing these as customer or dealer supplied.

Installing customer supplied equipment has created challenges with warranty claims and the logistics and coordination of getting the customer supplied equipment to production for installation adds elements to our process that are out of our immediate control. Because of this we have seen minor delays in production, which negatively impact other customer's builds as well.

To eliminate these potential challenges and issues, going forward any customer supplied equipment installations should be listed under the dealer supplied section of SQS2 or excluded from the quote altogether.

We thank you for your continued support on these matters. Please let reach out to your STM if you have any questions.

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