



STB-0109 – Duo-Safety Ladders – Lead Times

OVERVIEW

Sutphen was recently informed that Duo-Safety Ladders has extended their lead times to upwards of 15 months from the time of order.

While this lead time extension will impact Sutphen customers, we are taking measures to mitigate the impact and thoroughly communicate with our shared customers.

As of December 2024, the most impacted customers will be those with trucks on order at Sutphen Hilliard.

The Sutphen Hilliard team has identified 16 trucks scheduled to deliver in 2025 that will likely deliver without ground ladders. If you are the dealer of a customer impacted by this ground ladder delay, you can expect a Sutphen Hilliard project engineer to contact you regarding the next steps.

While Sutphen Hilliard appears to be the most impacted facility right now, trucks manufactured at other facilities may be affected as Duo-Safety continues to adjust its lead times. You can expect additional information as we receive it.

To alleviate future issues and customer dissatisfaction with Duo-Safety's delay and delivery processes, Sutphen is encouraging dealers to discuss the option of changing to Alco-Lite ladders, if timing allows.

If you have questions or need additional information, please contact your STM or project engineer.

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