



FAMILY OWNED
SINCE 1890

SUTPHEN

Service Center

Manual



Sutphen Corporation Service & Refurbishment

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Dear Sutphen Service Center,

This information is being provided as a guide to assist you in the service of Sutphen fire apparatus.

We trust that this information will provide guidance and information you will need to learn about our company and the way we do business. We recognize the need to support your efforts and welcome you to the Sutphen Service Team.

This manual includes our current policies and procedures. It is required that each Service Center maintain the manual with updates as they are issued.

If you have any questions regarding the contents of this manual, require additional information or would like to schedule training on fire apparatus, please contact the Operations Manager at 1-866-287-5549 or 1-937-969-8851.

Very Truly Yours,

SUTPHEN CORPORATION

A handwritten signature in blue ink, appearing to read 'TW' or 'Todd Winnenberg', is written over the printed name.

Todd Winnenberg
Operations Manager

TW:sb



A VALUED HERITAGE

Sutphen began in 1890 as a dream of C.H. Sutphen. His son, Harry, took an interest in the business and carried it on until his death.

Harry's two sons, Thomas and Robert, joined the business after World War II. They gained experience and job responsibility over the years, with Robert becoming Chairman of the Board and Thomas President of the Company.



Sutphen is in its 125th year of operation; making it the oldest continuously owned and operated fire apparatus manufacturers in the country. Never reorganized, owned and operated by anyone other than a Sutphen, family atmosphere is apparent.



The fourth generation of the Sutphen family is at the helm. Bob Sutphen's son, Drew Sutphen, is President of Sutphen Corporation; son Dan Sutphen and grandson Harry Sutphen are in sales. Bob's daughter, Dareth Fowler, is a manager at the Sutphen Service and Parts Division, while his son-in-law, James Holland Sr. and grandson, Jimmy Holland, work at the Dublin facility. Drew's wife, Judi Sutphen, is in charge of Contract Administration, and daughter Shelby is in Executive Administration. Tom's daughter, Julie Sutphen Phelps, is President of Sutphen Towers and Vice President of Sutphen Corporation. Tom Sutphen's grandsons also are actively involved, Scott Herb and Andy Herb are both in sales, and Steven Phelps is in Accounting. Granddaughter Megan is in the sales department. Although Bob and Tom have passed, their passion for the fire service lives on in the day to day operations at the facilities.

The first official offices of Sutphen were in the Brunson Building in downtown Columbus. Later, the offices were moved to the Lincoln-Leveque Tower, a stately "skyscraper" which is today a landmark in Columbus, Ohio. The very first Sutphen fire truck was built in an employee's garage.

Along with their success, came a need for larger quarters, and the offices were moved to Grandview, Ohio on Dublin Road, where they had three large bays in which to work. In 1958, two additional bays were added to accommodate the expanding business. In 1964, another move relocated the company to the present site of the "Corporation", a new plant at 7000 Columbus-Marysville Road in the hamlet, Amlin, now a suburb of Columbus.

Over the years Sutphen has weathered two World Wars, the Great Depression, and numerous financial crises. Focused planning, careful management of cash flow, and 125 years of experience allow us to maintain financial fluidity, without occurring any long term, or short term debt. At no time in the history of the company have our doors ever been closed, or management other than Sutphen family members been at the helm. Annually we realize



nearly \$200 million dollars in sales, and according to FAMA we own nearly 63% of market share on mid-mount aerial platforms alone.

Private family ownership has allowed us to rise above the din of investors, and decisions made on behalf of board members interested only in their own financial growth and not that of the company. Our motivation is simple; we owe it to our children to provide a future for them if they desire to become a part of this industry. At the same time we owe it to our real investors; our customers and employees, to manage the company in a responsible manner. Our high employee tenure is witness to a partnership we have developed over many years. Many employees also span the generations as the Sutphen family does. The equation is simple: High Employee Tenure = High Quality.

The Sutphen Corporation is regarded as one of the most stable, focused, and financially sound fire apparatus manufacturers in the world. We are proudly registered with Dunn and Bradstreet; our registry number is 041078403.



WITH MANY ADDITIONS, THE FACTORIES HAVE EVOLVED INTO WHAT THEY ARE TODAY.

Today, Sutphen is comprised of five factories. The main office, Sutphen Corporation, is the Amlin location. The SP 95, SP 100, SP 110, and SPH 100 Aerial Platforms are manufactured at this plant, as well as Custom Extruded Aluminum Pumps and Walk-Around Rescues.



Hilliard, Ohio, located 6 miles south of the main plant, is the home of Sutphen-Hilliard. This plant manufactures the SP 70 Aerial Platform, SA 75, SL 75, and SL 104 Aerial Ladders. The bodies of these units are manufactured of stainless steel. Customers who specify stainless steel pumps will also have their apparatus built at Sutphen-Hilliard. Repairs, refurbs, and commercial pumps round out the product line at this plant.

In Springfield, Ohio, 45 miles west of the main office is Sutphen Chassis Division. This is the start of the Sutphen line. Sutphen Custom Chassis are assembled using name brand components. Everything from the frame rails to the drivable chassis is handled here.

The Sutphen Service and Refurbishment Center located adjacent to the Chassis plant. Minor repairs to major restoration and everything in between is done here.

The factory in Monticello, New York is appropriately named Sutphen East. This facility manufactures both aluminum and stainless steel pumps as well as commercial pumps. Sutphen East handles repairs and service for the local market.

While looking back over the past 125 years, Sutphen looks forward to an exciting future of continued growth and change with the fire service.



MISSION STATEMENT

To build the safest, most reliable fire apparatus in the world through innovation and customer focus.

CORE VALUES STATEMENT

We recognize how important our customers, employees, and families are to the success of our company. We understand that our company's well-being is dependent upon our contributions and commitment. We all agree to grow our business through the following core values:

INNOVATION – We will continually offer innovative new products in the fire apparatus market

INTEGRITY – Mutually consider each other as a vital part of our production. Be truthful and honest

TEAMWORK – Divide the challenge – double the success

RESPECT – Treat others with the same respect we expect

QUALITY – We will constantly re-evaluate and upgrade our quality assurance process and our customer service

ACCOUNTABILITY – We will be accountable for our work, and invest the time and effort to do things right the first time



Service Center Objective

- To provide expert, tailored part sales and service. To be a part of the continued customer experience throughout the lifetime of the vehicle.

Value Added Benefits

The opportunity for your business to act as a Service Center provides a benchmark for future Service Center operations. The strength of staff and financial stability of your business can certainly support any/all requirements to successfully operate as a Sutphen Service Center providing authorized services and parts to end users.

The value added benefits noted are:

A. Sutphen Customers

1. Quick response to customer needs and improved brand satisfaction.
2. Reduced travel cost due to improved logistics through Service Center.
3. Sutphen parts inventory provides improved service capacity.
4. With prior approval, warranty claims will be addressed at your local Service Center.
5. Increased customer contact through Service Center representatives.
6. Administrative support through Service Center (i.e. invoicing/collection etc. vs. multiple invoices).

B. Sutphen Service Center

1. Allows for complete single source sales experience for all Sutphen Service Center customers.
2. Provides additional opportunities for customer contact.
3. Creates an additional profit center/revenue stream, which enables the Service Center to continue to grow/strengthen current and future Service Center/Sutphen relationships.
4. Service Center promotion on Sutphen website.

C. Sutphen

1. Sutphen Service Center fulfills the bid requirement for an “in state” Service Center.
2. Reduced cost of warranty repairs via work completed at your local Service Center.
3. Increased efficiency and availability of Sutphen services.
4. Strengthened Sales/Dealer relationships through expanded responsibilities including sales and service with dealer partners.



Service

Service Center will provide the following:

1. Service all Sutphen fire apparatus in your contracted area.
2. Once certified, communication must be sent to all Sutphen customers in your territory. This will introduce your facility as a Sutphen Authorized Service Center with 24/7 availability. A list of customers contacted and a copy of the introduction must be sent to the Sutphen Service Department in Springfield.
3. Invoice all Sutphen customers in your service area and assume responsibility for collecting payments.
Note: Sutphen will invoice appropriate Service Center for all parts shipped to your facility or to customers within your territory.
4. Maintain certification and participate in training seminars provided by Sutphen.
5. Supply list of key people who are responsible for Sales, Service, Parts, Invoicing and Billing.
6. Supply list and type of mobile service vehicles utilized in your territory.

A. Service Standards

Service Center and Sutphen agree that the successful sale and promotion of Sutphen fire apparatus depends, in part, on the Service Center's ability to satisfy the needs of Sutphen customers. Therefore, the Service Center agrees to provide premium quality service and parts support for all Sutphen vehicles regardless of where they were purchased or whether or not they are under warranty. In addition, the Service Center makes the following specific commitments:

1. Workmanship

Service Center shall have adequate equipment, specialized tools and service manuals required to service all Sutphen apparatus. Service Center shall follow all instructions contained in the Sutphen manuals, directives, notices or bulletins issued by Sutphen. Service Center's will ensure recommendations made by Sutphen will be followed to provide prompt and premium quality service for all owners and users of Sutphen fire apparatus.

2. Warranty Service

Service Center's shall perform warranty services in accordance with Sutphen policies and its warranty manual on all Sutphen fire apparatus regardless of origin of purchase provided the Sutphen product is covered by Sutphen's warranty. Service Center's shall make no charge to the customer for warranty service to be paid by Sutphen.



3. Service Contracts

Service Center technicians will be trained by an authorized Sutphen technician on the procedures to complete service contracts. After training, Sutphen and the Service Center's will agree on a list of customers for whom the service contracts will be performed. Upon completion of each service contract, a copy will be sent to Sutphen Service for placement in the master truck file.

4. Customer Complaints

Service Center's shall promptly investigate and address any complaints and claims received from owners or users of Sutphen fire apparatus in a timely manner.

5. Service Personnel

Service Center agrees that its personnel will meet educational, management and technical training standards. Service Center's will have members of its organization attend training courses offered by Sutphen.

6. Service Work

Reimbursements for service work resulting from material and workmanship issues will be based on pre-negotiated rates for in-shop labor, off-site labor and travel hours, and off-site I etc. It is our desire to provide the best possible service at the best possible value to the customer, dealer and Sutphen alike. As dealers/service centers for Sutphen, you share in this responsibility and we count on our partnership to help control the quality of work and to minimize the cost of repairs to ensure everyone's financial stability.

B. Service Performance Evaluation

Sutphen will periodically evaluate each Service Center's performance by criteria including, but not limited to:

1. Willingness and ability to provide for the specific needs of its customers on a timely basis.
2. Customer satisfaction with Service Center.
3. Length of time required to perform a service in relation to its nature or complexity.
4. The volume of work performed in relation to the number of Sutphen vehicles in your territory.
5. Compliance with standard operating procedures (SOP's) established by Sutphen.
6. Service Center's overall management and operating practices.
7. Professionalism dealing with Sutphen personnel.
8. Adherence to inventory requirements.



C. Service Instructions

1. All Service Center personnel driving customer or Sutphen trucks must possess a current medical card and a CDL license.
2. Sutphen will forward any communication made directly with the corporation prior to contact with the Service Center.
3. Service Center's must return customer calls within twenty-four (24) hours of receipt.
4. Service Center's should respond to unit-down calls within one (1) hour and all others as soon as possible.
5. Service Contracts will be performed by Authorized Sutphen Service Centers.
6. Service Center's shall provide prompt, reliable and effective service to all owners and purchasers of Sutphen products in their area. Service Center's operation will be open for business in accordance with Sutphen's published standards and directives. Service Center's must establish and maintain complete service facilities including adequate parts inventory and competent technicians to fulfill obligations under this agreement.
7. A copy of all work orders should be submitted to Sutphen Service to be included in the master truck file. Each work order should include the HS number, date of and description of work.
8. Invoices to Sutphen from Service Center's will be processed only in the event that prior quotations were submitted for approval. In emergency or after hour's situations, Service Center's will contact Springfield as soon as possible to explain needed activities.



Parts Sales

1. Parts sold directly to customers through the Sutphen Parts Department will be billed to the Service Center, plus freight. Payment terms are net thirty (30) days. If not paid within forty-five (45) days, the Service Center will be placed on cash on delivery (C.O.D.).
2. Service Center's to maintain agreed upon inventory of parts.
 - a. Inventory to be established based on past usage and future expectations.
3. When an end user calls a Service Center for parts, Service Center must call Sutphen within twenty-four (24) hours to place order.
4. Service Center understands that customers have the right to expect that any part which Service Center sells, installs, or uses in the repair or servicing of any Sutphen fire apparatus meets the high quality standards of genuine Sutphen parts. Service Center agrees that it will not sell, use, or install non-genuine Sutphen parts. Service Center further agrees to the following:
 - a. If a Service Center sells a non-genuine Sutphen part, the customer will be notified that the item is not included in warranties furnished by Sutphen. In addition, Service Center will clearly explain to the customer the extent of any warranty covering the item and will deliver a copy of the warranty to the customer.
5. All customers must be given letter from Sutphen's Service Operation's Manager explaining the importance of using genuine Sutphen materials (attached).



Apparatus Historical Records

Sutphen Companies maintain a permanent file for each Sutphen fire apparatus. This file contains all pertinent information available about the individual unit, including correspondence that relates to the sale or servicing of the unit, service reports, etc.

One copy of the apparatus specifications is retained in the historical file. In the event of a field modification of the apparatus, Sutphen Companies must be notified so the specification sheet is revised to reflect the modifications.

Each service call by the sales representative or Service Center should be recorded, indicated, and forwarded to Sutphen to be added to the historical record for that vehicle.



Warranty

A. Warranty Service

All warranty work must be pre-authorized by Sutphen, with the exception of a unit that is out of service in an after-hours or weekend situation. In this case, authorization must be obtained the next business day. This authorization will come from the Sutphen Warranty Department in Springfield at 1-866-287-5549. A warranty request form will be sent to Springfield Service by the organization conducting the repairs.

Note: Sutphen's field service technicians or regional sales personnel are not authorized to issue warranty reimbursement authorizations.

All completed warranty work, including parts and labor, must be submitted for reimbursement and include a completed service report (attached) signed by the end customer. In addition, to help Sutphen identify corrective actions needed to alleviate future issues, the form must be completed in its entirety with all necessary details. Incomplete forms will delay/stop reimbursement.

Obtaining Authorization:

E-mail copy of warranty request form (attached) to warranty@sutphencorp.com. Warranty claim forms must be filled out completely when submitted for warranty and reimbursement. Claims lacking specific, accurate and complete information will be returned unprocessed. If more room is needed to describe the failure and corrective action, or to list parts used, attach a separate sheet of paper, with the HS number clearly indicated on it.

Following the expiration of the warranty period, you have thirty (30) days to submit all outstanding warranty claims for issues occurred before the warranty expired. Claims submitted beyond this period will be denied.

B. Approved Warranty Claims

When your warranty claim has been approved for payment, you will receive a Sutphen Credit Memo issued against the claim form.

C. Closed-out Warranty Claims

A warranty claim will be closed out if parts requested for return on a Sutphen Company claim request form have not been received after sixty (60) days from authorization date. A closed out warranty claim can be considered as denied.



D. Warranty Procedure for Non-Sutphen Company Parts/Components

The following refers to parts or components used on Sutphen apparatus but not manufactured by Sutphen, such as chassis, engine, transmission, etc.:

1. Chassis other than Sutphen Company are purchased as complete assemblies and the bodies are installed on them. If warranty repair becomes necessary on a chassis, you must contact the appropriate chassis manufacturer for service. The information sent with each new unit contains specific information for chassis service. If you encounter any problems obtaining warranty service on any Sutphen supplied chassis, contact Sutphen's Service department for assistance.
2. Engines and engine accessories, such as starters, air compressors, injectors, etc. are purchased as complete assemblies and installed on all chassis. You must contact the appropriate local engine distributor for service. The information sent with each new unit contains specific information for engine service. If you encounter any problems obtaining warranty service on any Sutphen supplied engine, contact Sutphen Service department for assistance.
3. Transmissions are purchased as complete assemblies and installed in each chassis. If warranty repair becomes necessary on transmissions, you must contact the appropriate local transmission distributor for service. The information sent with each new unit contains specific information for transmission service. If you encounter any problems obtaining warranty service on any Sutphen supplied transmission, contact the Sutphen Service department for assistance.
4. The manufacturers of other equipment and components, installed on the vehicle, including but not limited to engine, transmission, axles, pumps and signaling devices and other installed equipment, may provide their own warranties. These warranties are separate from the Sutphen Limited Warranty and shall constitute the sole and exclusive warranty for those specific covered components. Sutphen shall have no duty or obligation to repair or replace such components. Please review each manufacturer's warranty for description and details of their respective warranty.



Parts Ordering Procedures

To order parts, the part order request form (attached) must be filled out in its entirety and emailed to parts@sutphencorp.com. Upon receipt, your parts representative will process the order for same day shipment if received by 3:00 P.M. EST.

If the part ordered requires special packaging, shipment will not occur until the following business day. Likewise, part orders placed after 3:00 P.M. EST will ship on the next business day. If the part is not in stock at the time of the order, the item will be placed on back order and subject to standard manufacturers lead time. You will be notified of the shortage within twenty-four (24) hours of the order being placed.

Part orders may be placed weekdays from 7:00 a.m. to 5:00 p.m. EST. Should the office be closed when order is placed, it will be processed on next business day.

Sutphen reserves the right to substitute components of equal or better operational design.

Upon delivery acceptance, items may not be returned without first receiving approved return material authorization (RMA). Freight for all approved returns must be received prepaid. Any freight sent to Sutphen collect will be refused without prior authorization.

Parts Return Procedure

To return parts, submit a copy of the return authorization request form (attached) by emailing it to returns@sutphencorp.com. Any part returned before requesting and obtaining an RMA number will not be processed for credit.

A. RMA Process

1. Part Identification – Before creating an RMA, the material must be identified with a Sutphen part number, HS number and the PO/SO the part was purchased under.
2. Issuing RMA – Once RMA is received, it is the Service Center's responsibility to ensure material is returned within thirty (30) days. Failure to meet the thirty (30) day return policy will result in the RMA being closed.
3. RMA receipt – RMA will be processed within forty-eight (48) hours of receipt to Sutphen.



B. Customer Expectations

1. Defective Parts – Any part deemed defective by the Service Center will be credited only once the part is returned and the defect is confirmed.
2. Order Error, Non-Defective Parts – When a Service Center takes responsibility for a needed return, the part will be credited with a 15% restocking fee only when the part is returned and confirmed to be restockable.
3. Incorrect Part Shipped – If an incorrect part is shipped by Sutphen and needs to be returned, the part will be credited once received by Sutphen in proper working order.
4. Shipping Cost – Sutphen will cover cost of shipping only if responsible for the returning material.
5. Product Identification – All returned items must be clearly marked with appropriate RMA number. Items received without RMA number will be returned to sender.
6. Non-returnable Items – Special or unique items built to order that are not Sutphen standard components may not be returned once ordered. If the order needs to be cancelled, it must be done within five (5) business days of order date.
7. Parts returned to Sutphen must be carefully packaged to prevent damage during shipment. They must be drained of all fluids and all ports or other openings must be securely capped or plugged.
8. Sutphen reserves the right to deny return authorization for parts under twenty-five (\$25) dollars.



Invoicing Policy

1. All invoice terms are net thirty (30) days, which means that the invoice must be paid in full within thirty (30) days of receipt.
2. Statements will be sent monthly.
3. Delinquent accounts will be put on “hold” or C.O.D. basis until it is cleared. This policy will be strictly enforced because it is absolutely necessary for maintaining accurate accounting records.



Definition of Tier Levels

FASC = “Factory Authorized Service Center”

Tier 1 FASC – To obtain Tier 1 status, Dealer owned Sales and Service Center’s must meet requirements set forth by Sutphen Corporation including factory trained technicians, road and shop service capabilities, required inventory stocked and parts sales. Additional requirements may be necessary depending on the conditions of your territory.

Tier 2 FASC – Service Center’s that have not met the requirements of a Tier 1 organization. Third party Service Center’s will also fall into this category (no apparatus sales, service only). They also must meet the requirements regarding training, staff, and service equipment. Note: this is the highest level a service only organization can obtain.

Tier 3 FASC – Third party service organizations that have not completed Sutphen training and have not met the requirements of a Tier 2 Service Center. This could also be a dealer that has limited service capabilities but are working their way to the next level.

Tier 4 FASC – Dealers with no service; therefore Sutphen Corporation is totally responsible for providing service after the sale. This could also be a Service Center that Sutphen utilizes on a limited basis for emergency calls so that the customers are provided timely service.

Tier 5 FASC – End-users and Service Centers, provided they are not competing Service Centers or dealers.



Service Center Certification

Dealer Organizations have the opportunity to become a certified Service Center by meeting the requirements of three areas: Facilities and Systems Audit, Administrative Resources and Training, and Service Technician Resources and Training.

Facilities and Systems Audit

A service facility with qualified mechanics to service all Sutphen apparatus in the territory is a prerequisite. Contract service may be acceptable for remote locations, and will be considered in the evaluation.

Service Capabilities

Actual

Criteria will be based on the following:

- Number of service bays
- Number of fully equipped dedicated service vehicles
- Pump Testing capability
- Program available and promoted for preventative maintenance

Service Coverage

Criteria will be based on the following:

- Toll-free service number
- 24/7 emergency service coverage
- Territory coverage, normal service
- Territory coverage, emergency repairs

Internal Business Systems

Criteria will be based on the following:

- System for service and parts accounting
- System for service job planning and tracking
- System for inventory planning and tracking

External Business Systems

Criteria will be based on the following:

- Delivery operation and safety training program
- Customer satisfaction follow-up program for service work



Comments:

Administration Resources and Training

A qualified service manager to support and grow the service business **is a prerequisite**. Job description and qualifications must be submitted to Sutphen. Adequate organization to support parts sales, warranty administration and technical support for customers will be evaluated. It may require one person for each task or one person can manage several tasks based on the size of the Service Center territory and number of trucks that are in service. Sutphen offers formal parts identification training and warranty procedure training. The Dealer should list the person responsible for each task and include their years of experience, knowledge of fire apparatus, training received, etc.

Administration

Actual

Criteria will be based on the following:

- Job descriptions for all service administrative positions
- Qualified Service Manager
- Qualified Parts Manager
- Quality Warranty Administration Manager
- Billing Clerk

Comments:

Service Technician Resources and Training

Trained and certified mechanics to adequately support customer demands is a prerequisite. The amount of mechanics and the level of EVT certification will be evaluated for each service technician. Participation in product technical training provided by Sutphen will be evaluated. System/component specific training will be evaluated to determine if the Service Center organization has service technicians trained in electrical, multiplexing, brakes, aerial devices, pump and foam systems, brake systems, etc. The Service Center should list each service technician and include their years of experience, training received, what their specialty is (chassis, electrical, pump systems, etc.), Sutphen product training classes attended, etc.

Service Technician

Actual

Criteria will be based on the following:

- Number of full-time service technicians



- EVT certification levels _____
- Sutphen technical product training certifications _____
- System/component specific training _____

Comments:

TOTAL POINTS AWARDED ON EVALUATION:

Comments:

Note: The scoring criteria will vary some because there are different service requirements by territory. Territory sizes and the population of apparatus in certain territories vary.



SUTPHEN SERVICE CENTER AGREEMENT AND PARTS DISTRIBUTION

The _____ (hereinafter, Service Center) agrees to contact, at regular intervals, all Sutphen Company (hereinafter, "Sutphen") users in its area, advising them of parts and service availability.

SERVICE CAPABILITIES

In addition to meeting the requirements outlined in the Service Center Manual, The Service Center must be able to provide the following specific services to their customers and must provide verification of abilities upon request of Sutphen.

Fire Pumps: must be able to diagnose, repair and overhaul fire pumps and foam systems, including, warranty/service authorization from leading pump manufacturers, i.e. Hale, Waterous or Darley.

Hydraulic Systems: must be able to diagnose and repair hydraulically-driven generators and aerial hydraulic controls.

Electrical Systems: must be able to diagnose and repair electrical circuits including interlocks, load managers, throttle controls, anti-lock brake systems (ABS) and multiplexed electrical systems.

Engines & Automatic Transmissions: must be able to diagnose and repair interfaces between engines and/or automatic transmissions. This would also include communication between all truck components.

Aerial Devices: must be able to service, diagnose and repair aerial control systems.

SERVICE PROCESSES

Service Center must offer the following to customers in their area of Responsibility. On-site Mobile Service; 24hr/7day service availability (on call as needed) and invoicing system for both retail and warranty repairs.

SERVICE PERSONNEL

EVT or ASE certification (or equivalent national certification) for at least one (1) technician. Service technicians must be fully trained on Sutphen equipment and apparatus, including aerial devices. Must routinely attend Sutphen training classes.



Service Technician Certificated Required (proof submitted to Sutphen):

- **EVT or ASE** mechanics
- **Licensed motor vehicle repair** facility in the territory
- **Sutphen** factory trained
- **Hale** factory trained (parts/service center)
- **Waterous** factory trained (parts/service center)
 - Prefer hydraulic generator factory trained for parts/service
- **Foam** and systems factory trained (parts/service)

WARRANTY WORK PAYMENT

The warranty does not cover expenses to the customer or fire department for return of parts, labor, or travel to service location. Sutphen will pay a negotiated rate per hour for pre-authorized warranty repair. If travel is necessary and approved by the Sutphen Service Department, Sutphen will pay the Service Center the negotiated rate per hour for travel time each way to three (3) hours maximum each way and a negotiated per mile allowance. To receive payment for warranty work, the Service Center must submit a dated itemized bill with receipts, labor tickets or a sub-contracted invoice and the warranty authorization that has been approved for the work to be performed.

PRODUCT IMPROVEMENT OR CHANGES

Sutphen reserves the right to make improvements or changes in the design of its products at any time without incurring any obligation to install such improvements or changes on its product previously sold.

FACILITIES

The Service Center agrees to maintain facilities and personnel to provide adequate shop and field service. In addition, the Service Center will maintain the parts inventory as recommended by Sutphen and agreed to by Dealer. Liability and property insurance is to meet Sutphen's requirements, which will be determined on a case by case basis

POLICY STATEMENTS

Sutphen will, from time to time, issue policy statements during the term of this agreement and it is required that each Service Center maintain the manual with updates as they are issued. Service Center's agree that they will conform to these policy statements and that such policies constitute a part of this agreement.

TRANSFER OF AGREEMENT

The Service Center agrees that it will not voluntarily nor involuntarily transfer or assign any part of this agreement or any rights hereunder to



any person, company, or corporation. Any changes in ownership or control, or changes in the form of organization of the Service Center shall cause this agreement to become null and void unless approved in writing by Sutphen Company.

CRATING

Any part shipment requiring crating will be charged the actual cost of the Crate plus labor.

SHIPPING CHARGES

All shipments are sent freight on board (F.O.B.), Springfield Service (See page 1 for address).

INVENTORY

The Sutphen Service Department will work with the Service Center to develop a required inventory based on historical and planned usage. Non-emergency orders sent directly from an end user to the factory will be referred to the Service Center for fulfillment. If the account status of the Service Center is not current, a direct shipment will be made without commission paid to the Service Center but the Service Center will be notified of the shipment. When requested by the Service Center, Sutphen may drop ship to the customers and bill the Service Center. If Service Center is currently delinquent at time of order, Sutphen will ship and bill direct to customer. Drop shipments outside of the designated sales territory will not be allowed. All orders are to be confirmed in writing.

RETURNED GOODS

Customer must request return authorization from Sutphen Parts Sales prior to returning parts. Credit will be determined after parts are received and inspected. Credit will be based on original invoice amount, which must be provided by Service Center. Returns will not be accepted if the part or parts are not currently active parts.

All parts being returned for any reason must be properly identified by including a copy of the return authorization form in the box. The RMA must be filled out completely and emailed to returns@sutphencorp.com.

RESTOCKING CHARGE

Parts purchased for stock or per a customer's request and then returned will carry a 15% restocking charge.

RETURNED PARTS SHIPPING

All parts being returned to Sutphen must be prepaid. Sutphen will not accept C.O.D. charges.

**LIABILITY**

Sutphen will not be liable in any way for failure or delay in making shipments due to any labor controversy, fire, or cause beyond its practical control. Likewise, Sutphen will not be liable for loss, delay, or damage to goods while in transit, regardless of means of transportation. If the demand for any product exceeds the available supply, Sutphen will not be liable for loss of profits or damages of any kind.

TERMINATION OF AGREEMENT

If termination of this agreement is made, service parts may be considered for return if current and in new condition. Within thirty (30) days of termination, a list of all inventory must be made provided to Sutphen Service for consideration. Upon agreement to return, the parts will be inspected and if/when approved, payment will be made.



AGREEMENT INTERPRETATION

This agreement shall be interpreted in accordance with the Law of the State of Ohio.

IN WITNESS THEREOF, the parties hereto have affixed their signature this _____ day of _____, 2015.

Dealer Sign

Dealer Print

Witness Sign

Witness Print

Sutphen Service & Parts

Sign: _____

Print: _____