



**FAMILY OWNED
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Initial Package Letter

Welcome (back) to Sutphen Corporation! We're pleased to have earned your business. Please review the following documents in detail as we prepare ourselves for the start of production on your new custom fire apparatus. These documents will prepare you for the best possible build process as we work together to turn your expectations into reality.



Sutphen Corporation

6450 Eiterman Rd. Dublin, OH 43016

Tel 614-889-1005 **Toll Free** 800-848-5860 **Fax** 614-889-0874

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2/3/2020

Deputy Chief Charles Stone
Everett Fire Company No.1
100 Mechanic St.
Everett, PA. 15537

Ref: HS-6667

Dear Deputy Chief Stone:

On behalf of Sutphen Corporation I would like to thank you for the opportunity to build your new fire apparatus. We're excited to share this important experience with you. I will be the Project Coordinator responsible for ensuring that your apparatus is built correctly by serving as liaison between you and our manufacturing teams throughout the build process.

Attached you will find the Initial Shop Order for your new apparatus. This shop order includes a concept drawing and a component list which have been created from Sutphen's proposal. The component list is a detailed item-by-item list that should contain all the optional features that were requested on your apparatus but may not show all the features that are standard on the Sutphen product.

Please review the attached document very carefully with your Sutphen Sales Representative and Apparatus Committee because this is the first version of the document we'll ultimately use to build your custom apparatus. Make note of any discrepancies between the shop order, Sutphen's proposal, and your specifications. We will review your shop order and finalize any open issues at the pre-construction conference. The purpose of this conference - along with weekly progress photos once assembly has begun - is to ensure you receive the finished product you're expecting. Active participation, review, and clear communication from you will be critical to our success.

Another important part of construction will be the finalization of your vehicle graphics package which includes striping, lettering, and any custom decals you would like to have

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installed on your new apparatus. Please bring photos of your existing or desired lettering and striping to the pre-construction conference. While we won't be finalizing your package at this stage it will help us to estimate the time required at the end of construction for the application of the graphics. If lettering and striping information is not received prior to the apparatus going to final assembly then Sutphen will issue a credit to you. Lettering and striping of the apparatus will then become the responsibility of the customer.

Sutphen Corporation produces the highest quality, most highly customized vehicles in the industry. This, along with high demand for our products, means critical planning and execution are required to pull off our level of customization and quality at a pace still favorable to you, our customers and end users. Because of the importance of our delivery times and our unwavering commitment to customization and quality, in-process changes are extremely disruptive to our operations. Therefore, we take into careful consideration the impact of any change requests once your apparatus has begun the production process. Please review Sutphen's Change Order Policy (below) which will affect any changes made during production.

Once again, thank you for choosing Sutphen Corporation for your fire apparatus needs. We look forward to working together and I look forward to seeing you at pre-construction.

Sincerely,

Rick Campbell
Project Coordinator

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Important - Please review

Our goal is for you, our customers, to receive the finest fire apparatus available in a timely manner. Changes made on or before pre-construction can often be accommodated but changes made while units are in production are often costly and cause delays to not only your apparatus but to the entire production line behind it. For this reason, changes requiring rework and redesign should be avoided whenever possible by actively engaging with your Project Coordinator at pre-construction and actively communicating on a regular basis throughout the build process. This includes proactive planning and review of progress photos with your Sales Representative as the project proceeds.

The following page outlines our Change Order Policy. Please review it with your Sales Representative and Project Coordinator as needed. Sutphen thanks you in advance for your understanding and cooperation to keep lead times reasonable for all our customers – and for your next apparatus as well!

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Sutphen Corporation Change Order Policy

Sutphen recognizes that during the purchase and construction process of a new fire apparatus, reasons can arise that would bring about a change in the configuration of the apparatus. However, once the apparatus has been through the design and creation of the build documents, changes can be costly and have the tendency of creating painful disruption in the manufacturing process. Therefore, Sutphen Corporation has put in place a policy to manage these types of requests.

1. All changes must be made in writing and reflected on the Change Order document which is to be completed by the Project Coordinator who will also update the build documentation. If the unit is already in production, the appropriate Production representative must also review and approve the change before the Change Order document is updated and presented to the customer for approval.
2. The customer's official representative must approve the change by signing the Change Order document and returning it to the Project Coordinator to be filed with the other project documents.
3. Manufacturing will not begin any work on the changes to the apparatus until there is a signed Change Order on file and the Project Coordinator has released a Shop Order revision or provided direct communication to downstream departments pending an updated Shop Order revision.
4. The pricing structure of a change order is as follows:
 - a) Any labor that is required due to a requested change, such as removal of another component, will be calculated in the price. The Production Supervisor and the Project Coordinator will make all labor and cost estimates. In the event parts are scrapped, those costs will also be included.
 - b) If a change affects a purchased part and the part can be returned, there will be a 35% restocking charge. If the part cannot be returned, the part will be billed at 100%.
 - c) Any changes made after the construction documents have been completed and approved by the customer will have a 15% markup over standard pricing provided the unit **has not begun the production process.**
 - d) If the construction has begun, there will be a 30% markup for any changes made.
 - e) If the apparatus is in the final assembly stages (typically the last 3-4 weeks) there will be a 75% markup for any changes made.
 - f) If the apparatus is complete and ready for inspection, a 100% markup will be assessed.
 - g) If the change is significant enough to create a delay in delivery that is in excess of two weeks, Sutphen will require the customer pay 80% of the contract price.
5. Sutphen reserves the right to refuse any change request deemed detrimental to the production process and other apparatus in the backlog.

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Project Progression

Phase 1: Pre-Construction

Review Initial Shop Order with your Sales Representative and Project Coordinator and discuss any pending changes or questions you may have before construction begins.

Phase 2: Change Order and Shop Order Approval

In this phase you'll receive the Change Order document and an updated Shop Order based on your pre-construction notes. These will need to be signed and returned by your appropriate representative in order to approve the changes and advance into Shop Order review.

Phase 3: Shop Order Review

Engineering, Purchasing, and Production review preliminary updated Shop Order and raise any concerns to be brought back to you, the customer, via the Project Coordinator. Any necessary discussions and adjustments will take place accordingly.

Phase 4: Shop Order Release

At this phase the Project Coordinator releases your updated Shop Order to all internal departments to officially kick-off the production stage of the project. You will receive a copy.

Phase 5: Majors are Ordered

Long-lead-time items such as frame rails, engines, and axles are ordered right away.

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Phase 6: Engineering Design

Pump Modules and Bodies are created in 3D models and packages are sent to purchasing and manufacturing to become reality.

Phase 7: Chassis Delivery

Your custom Chassis, designed and built at our Urbana Chassis division, will be delivered to our Dublin facility for the remainder of the build. Around this time progress photos will start becoming available on a semi-regular basis.

Phase 8: Body / Pump Build

At this time your custom Body and Pump will start assembly on their respective fixtures and all assembly and plumbing will be completed prior to paint being applied.

Phase 9: Final Assembly

This is the last phase of the build process where the Body and Pump Module are set on the Chassis and all remaining work is completed prior to final inspection.

Phase 10: Final Inspection and Acceptance

You'll come to the Dublin facility with your Sales Representative to perform a final acceptance inspection on your completed apparatus. Any pending items / questions will be addressed during or immediately following your inspection and prior to final delivery arrangements being executed. Time to discuss your next apparatus purchase while you're in town?.. We can do it!

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Review of (6) Best Practices for an Effective Build

1. Your Sales Representative and Project Coordinator are your best assets to ensuring your expectations are met at the end of construction. Clear, timely, open lines of communication will be critical to the success of the project.
2. Come to pre-construction knowing what you want (with photos / dimensions of your desired special options and photos of desired graphics). Be ready to discuss any open items and questions you may have regarding the Initial Shop Order.
3. Supply any TBD (to be determined) information or customer-supplied equipment to your Project Coordinator in a timely manner.
4. Proactively review all documentation and progress photos with your Sales Representative(s) throughout the build.
5. Limit in-process changes that will become costly to you and delay production for your apparatus and other in-process units waiting to be completed.
6. Ask questions right away if you have any! We're here to help.

*** Thank you again for being a valued customer ***

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Acknowledgement Page

*Please sign and bring to pre-construction or can be signed following the meeting.

X

Customer

Date:

X

Sales Representative

Date:

X

Sutphen Internal Representative

Date:

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