

THE SUTPHEN EXPERIENCE

What to Expect when you Buy a Sutphen

The act of purchasing a fire apparatus is more than a mundane business transaction. Budget preparation, equipment specifications and truck layout all require one thing, time. At Sutphen, we value the substantial commitment your department makes when embarking on such an endeavor, and that's why we focus on one element often overlooked by other manufacturers, the Experience.

Sutphen has compiled an unmatched staff of expert sales professionals, cutting-edge engineers and skilled craftspeople, whose tenure is unmatched in our industry. Our team utilizes its unparalleled knowledge base to give our customers an unforgettable experience, one that only a family-owned company can provide. This unrivaled experience creates an intense loyalty between customers and Sutphen.

For over 130 years, Sutphen Corporation has been globally recognized as an extreme-duty builder and ground-breaking pioneer in fire industry innovation, new technology and customer experience. We believe that engineering a precise piece of fire equipment is truly a collaborative effort between the customer and Sutphen representatives. From the moment the idea beings to formulate at your department, to the day you back the truck into the station, and throughout the life of your truck, Sutphen is here for you. Beyond doubt, the entire process is a journey in creativity and problem solving through which relationships are fostered and loyalty to each other is developed.

Sutphen is proud to be a true single source manufacturer. To you, this means your needs after the sale will be fulfilled with just one call to a Sutphen representative for training, parts, service or warranty items. To us, it means having the honor to work with you every step of the way.

The Experience does not end when your truck leaves our Sutphen facility – it continues with you beyond our doors and into your community. This hand-on, member-of-the-family approach, distinguishes us as the industry leader for customers after the sale. We are the apparatus manufacturer that can guarantee a superior vehicle exactly to specification, an expedient delivery process and an unequalled warranty management.

We offer you a professional partnership that will endure the life of your career and ours. After all, it's over 130 years later and you can still speak with a Sutphen.

Come be a part of the Sutphen Experience!

WHAT MAKES THE SUTPHEN EXPERIENCE?

Sutphen gives customers an exceptional experience during their fire truck purchasing process. Below are the 9 key parts to every Sutphen Experience.

I. INITIAL SALES CONTACT

Customers can expect our experts to give sales presentations, truck demonstrations, factory tours and more to accommodate their purchasing needs. If a customer chooses, our expert sales professionals will welcome you on a factory tour to view our one-of-a-kind facilities and to see what makes a Sutphen, a Sutphen.

II. ASSISTANCE IN WRITING SPECIFICATIONS

Our straightforward, easy-to-use Sutphen Quick Specification System eases the specification process for departments and helps streamline the proposal design stage.

III. HELP NAVIGATING THE PURCHASING PROCESS

Sutphen helps customers work through the process of purchasing an apparatus. Whether they decide to purchase via a formal bid, direct purchase or cooperative purchasing program, Sutphen is ready to assist. Additionally, Sutphen offers pre-payment discounts and financing options.

IV. DETAILED PRE-CONSTRUCTION MEETING WITH PROJECT COORDINATOR, SALES AND TRUCK COMMITTEE

During the pre-construction meeting, customers and Sutphen project coordinators review truck build documents together, ensuring a detail-oriented and meticulous review. Additionally, this stage will allow customers to take plant tours, talk with our experts and perfect the apparatus to their exact needs.

V. COMMUNICATION DURING BUILD PROCESS

Customers can expect consistent communication from project coordinators and salesmen during the entire build process. Apparatus pictures and updates will be sent during each step of the process, from beginning to end.

VI. MID-INSPECTION OF TRUCK IN PROCESS (OPTIONAL)

During the optional mid-inspection, customers can visit the production facility to inspect and review their apparatus before the final stages of production.

VII. FINAL INSPECTION OF APPARATUS

During final inspection, customers will visit Sutphen's professional, in-factory customer final inspection area which is fully equipped with creepers, flashlights, tape measures, copies of the final shop order, change orders and factory support. During the final inspection, customers can complete a final road test, pump test and more. Once the inspection is finished, the list of adjustments are then completed.

VIII. DELIVERING AND DEMONSTRATION OF OPERATION AND MAINTENANCE

A professional delivery engineer, from a Sutphen factory or dealer, will work with customers through an overview of the truck including pump operations, driving techniques and apparatus maintenance. Along with hand-ons training, the delivery engineer will review the manual for operations and maintenance, as well as miscellaneous paperwork. Finally, the engineer will review accompanying data, bill of material, manuals, pictures, wiring documentation, build documents and more.

IX. CUSTOMER SERVICE AND PARTS SUPPORT FOR LIFE OF APPARATUS

Throughout the warranty period and life of your apparatus, Sutphen is there for our customers. With Sutphen 24/7 technical support and both Sutphen and its dealers stocking parts, we are here to help customers when they need it most. Additionally, individual service contracts are available for each apparatus.



SUTPHEN

Family Owned and Operated since 1890!