



FAMILY OWNED
SINCE 1890

Dear Valued Customer:

As you know, your Sutphen five-section aerial apparatus has recently been upgraded with a variety of new factory-authorized improvements. Before installation on your Sutphen aerial device, these upgrades had been successfully life-cycle tested at the factory under worst-case conditions. The specific installation on your Sutphen aerial has also been third-party tested and validated after the work was completed. We are confident that your upgraded aerial will continue to deliver the solid performance and reliability that you have come to expect from your Sutphen apparatus.

Now that the factory authorized upgrades on your Sutphen aerial apparatus have been completed and third-party tested, we are pleased to confirm that **your Sutphen five-section aerial apparatus can be immediately returned to full-duty emergency service, without restriction.**

Sutphen remains fully committed to firefighter safety. We sincerely thank you for standing by us with your continuing support and understanding as we did what we believed necessary to protect those who use, rely upon and trust our products.

Sincerely,


Drew Sutphen
President, Sutphen Corporation

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