



# **SOUTH COAST**

## **Fire Equipment**

March 18, 2020

To the South Coast Family of Customers:

In this unprecedented period of uncertainty and fluidity, South Coast Fire Equipment and South Coast Emergency Vehicle Service remain open to provide our family of customers up to date information, parts and full service. To reduce the risk of potential accidental spread of the COVID-19 virus, we are taking some necessary steps to protect our valued employees as well as you, our valued customers.

- We want to limit the number of visitors to our facilities. To pick up parts or apparatus, please call ahead to 909-930-2278 to let us know when you are going to arrive.
- We are sanitizing each truck when it arrives and is ready for pick up at our facilities. This includes switches, steering wheels, handrails and other normal touch locations.
- Any Pre-construction and Mid-inspection trips are cancelled. Your sales representative will be in contact with you about the details of video conferencing as well as the procedure and timing of your meeting.
- Final inspections are not cancelled. If the department is available to travel, we will make all the necessary arrangements. If the department is under travel restrictions, we will make every effort to have a third-party inspector review the apparatus before it leaves the Pierce Manufacturing facility.
- We will continue to monitor the federal, state and local recommendations and will provide updates as needed.
- To reduce the exposure to our employees on-site; road service will be limited to out-of-service and emergency repairs only.
- All of our facilities are open and phone lines are operational.

South Coast Fire and South Coast Emergency Vehicle Service has been around for almost 25 years, we will weather through this turbulent time much like we did during any previous crisis. We will continue to support the Southern California Fire Service so they can continue to service their communities. If there are any questions or concerns please feel to call us Monday through Friday, 8-4:30pm.

Thank you for your continued support.

Kevin Newell/ President