



COVID-19 UPDATE

Heritage Fire Equipment, like all of you, is closely monitoring the progress of Covid-19 across the country. To maintain continued service to our essential public safety customer base, as well as maintain the health of our staff, our customers and our families, the following changes are effective immediately and will be strictly enforced.

- “Out of Service” units will receive top priority as they always have. The work to repair the apparatus will be done at the fire department (if possible), in a location away from personnel responding to public safety. Heritage Fire Equipment staff will announce themselves upon arrival at the fire station prior to entering the building and will follow the procedures set forth by the agency to gain access. (temperature reading, washing of hands, etc.)
- Completion of Non “Out of Service” work will be determined on a case by case basis. We ask that you contact us, so that we can log the need, evaluate it, and the schedule the repair accordingly. Our goal is to limit contact as much as practical while supporting you.
- Our parts and technical support teams remain open and fully functional. Any parts deliveries will follow the same procedures of interaction as service technicians arriving for “Out of Service” apparatus.
- All visits to OEM (Sutphen, Alexis, etc.) facilities for preconstruction and inspections are suspended until further notice. Customers who are scheduled for upcoming meetings will be contacted by their sales representative to discuss their options. Video conferencing will be utilized to facilitate preconstruction meetings.
- All previously scheduled sales visits and demonstrations of equipment are suspended until further notice. Video conferencing is available until in person visits can resume.
- Heritage Fire Equipment is closed to the general public until further notice. Any unit being dropped off for approved work, shall be parked on the South end of the parking lot and contact made by the customer via phone for a representative to come outside to speak to the customer from an appropriate distance. The drivers’ area will be cleaned with cleansing wipes prior to movement or work performance. We will limit contact to the vehicle to the location of the work to be performed. If there is any question, the area will be cleaned prior to contact.

Heritage Fire Equipment will make every effort to service all needs during the unprecedented time.

Most importantly, if you need us, call us!