



## FIRE GROUP

**DATE:** September 2, 2020  
**TO:** North American Dealers  
**FROM:** Suzanne Aldana  
**SUBJECT:** Demo Policy

In an effort to better control movement, maintenance and demonstration ready condition of our REV Fire Group demo units, the following guidelines will be established and effective immediately.

### MINIMUM INSURANCE REQUIREMENTS

In accordance with the dealer agreement all dealers must provide representative manufacturer with an annual certificate of insurance evidencing coverage that meets the requirements of either option A or B as outlined below:

#### Option A

\$2,000,000	General Liability including Products Liability, Completed Operations and Contractual Liability.
\$1,000,000	Auto Liability specifying 'Any Auto', including Bodily Injury and Property Damage. The auto policy must cover Auto Physical Damage to E-ONE, Inc. owned vehicles and demo units in your possession for which you are responsible for the full replacement value of the vehicle.
Statutory	Workers Compensation (In states with mandatory state funds, obtain a copy of their state certificate.)
\$1,000,000*	Employer's Liability

#### Option B

\$2,000,000	Garage Liability covering Products Liability, Completed Operations, Contractual Liability and specifying 'Any Auto including Bodily Injury and Property Damage.
\$1,000,000	Garage Policy (Auto) Liability covering Auto Physical Damage to E-ONE, Inc. owned vehicles and demo units in your possession for which you are responsible for the full replacement value of the vehicle.
Statutory	Workers Compensation (In states with mandatory state funds, obtain a copy of their state certificate.)
\$1,000,000*	Employer's Liability

\*Anything less requires prior approval of Christine Holland, REV Fire Group CFO.

Both options require that your representative brand be named as an Additional Insured on all liability policies.

## DEMO MOVEMENT

- Demo units need to be coordinated through Regional Directors, Account Managers or Aerial Managers who will coordinate with me on dealer to dealer or drive away logistics. Dealers need to provide a schedule of confirmed demos to ensure we are maximizing usage of these units and scheduling movement throughout the regions effectively. These leads need to be visible in your dealer SSO/SMT database to include the customer name, timing of purchase, type of unit to be purchased, funding, competitors on the deal, etc.
- Scheduling of aerial demos should be worked through your Aerial Manager (AM), who will assist you as required to maximize the potential to sell aerial product. The Aerial Manager will be present at all customer demos.
- Due to liability and insurance exposure, any manufacturer-owned Demo unit shall not be utilized in a parade, festival, retail business grand opening (with the exception of a REV Fire Group dealership), birthday parties, or any like celebration unless prior permission has been given by your Regional Director, Account Manager, Aerial Manager or myself. These units are for “customer” purposes only to assist in selling build up trucks or for the sale of the demo unit.

## DEALER TO DEALER MOVEMENT vs. DRIVE AWAY

- If dealers are within 400 miles of each other, it will be the responsibility of those dealers to coordinate movement of the unit.
- Definition of 400 miles is the main location of the dealership as noted in the dealer directory. All costs related to the movement of a unit dealer to dealer will be borne by the dealers involved in that movement.
- A **Dealer to Dealer Movement** form must be completed prior to hand off of the unit. The shipping dealer should begin the form and the receiving dealer should complete. The receiving dealer should do a visible inspection of the unit prior to sign off. Shipping dealer should forward to me along with the Preventative Maintenance/Safety Inspection and Loose Equipment forms.
- A **Preventative Maintenance/Safety Inspection** form must be completed prior to each movement of a demo unit whether through dealer to dealer movement or drive away and forwarded to me. If the demo unit includes loose equipment, a **Loose Equipment Acknowledgement** form will need to be verified and signed off by the receiving dealer and submitted with the Preventative Maintenance/Safety Inspection. **No demos are to be performed until these forms are completed and sent to me.**
- Drive away cost of a demo unit will be split 50-50 between the manufacturer and the receiving dealership. Once movement is approved, I will provide a quote from drive away and forward to the receiving dealer for approval. I'll bill the dealership internally, providing a copy of the actual drive away invoice as back-up.
- It will be the responsibility of the receiving dealer to conduct a walk around inspection of the unit to identify any visible damage and so note that damage on either the drive away paperwork or the Dealer to Dealer Movement form. If damage is discovered after handoff, it will be assumed the damage has occurred while in the receiving dealer's control and therefore it will be the responsibility of the receiving dealer to undertake the repairs at their cost.

## **AERIAL UNITS / DEMOS**

- ALL aerial movement and demos must be coordinated and conducted by the Aerial Manager. Single axle units may be an exception at the discretion of the Aerial Manager. A schedule of confirmed demos must be provided at least one week prior to their arrival.
- Once aerial demos are scheduled and confirmed and the Aerial Manager has made their travel arrangements, any changes and / or cancellations will be the responsibility of the dealer to reimburse the manufacturer for any additional costs affiliated with demo cancellation or reschedule (i.e., airline change fees).
- Once an aerial demo is scheduled, the dealer must ensure the truck is cleaned, lubed and fueled and full of DEF. A dealer representative must be present at all demos and will be responsible, if necessary, for the movement of the truck from demo to demo. The Aerial Manager reserves the right to refuse to perform a demo if the unit is not in proper working or demo condition.
- Dealers will be responsible to provide approved safety harnesses for all aerial demos. The Aerial Manager will provide their own. No aerial demos will be conducted without the use of safety harnesses.

## **DEMO STORAGE**

- During cold weather conditions, all demos must have the ability to be stored indoors at all times when not conducting demo work. Any damage that happens to these units as a result of being left outside (i.e., frozen pumps, cracked tanks, etc.) will be the sole responsibility of the dealer to repair and replace. The manufacturer will not be responsible for repairs resulting from demos being left outside.
- Tanks, pumps, engine coolers and pump coolers, etc. should be drained when the truck is leaving a dealer's facility for transport to another dealer. If applicable on some pump configurations, be sure to check BOTH sides of the unit to drain.
- Demo units are not to be parked or stored at personal residences.

## **PREVENTATIVE MAINTENANCE**

- A PM must be completed on demo units approximately every 6 months or 6,000 miles whichever comes first. The dealer who has the unit in their possession at this time should provide me with a detailed quote outlining exactly what services are being performed for the PM (i.e., labor hours and cost, materials, parts, etc.). Once approved and services are rendered, the invoice should be forwarded to me at [suzanne.aldana@revfiregroup.com](mailto:suzanne.aldana@revfiregroup.com). Mileage on units will be tracked via the PM / Safety Inspection form that is submitted each time a unit moves.

If you have any questions regarding this policy, please contact me, your Regional Director, Account Manager or your Aerial Manager.