

October 2011

# Fire Service Times

Monthly Newsletter Brought To You By Fire Service Inc.

Have you talked to a Fire Service salesperson about the limited time special offers of select Wheeled Coach Type III Ambulances?  
Call *Toll Free:* (800) 578-4281



## 20th Year Anniversary Celebration

On a rainy, unseasonably chilly September 9<sup>th</sup> 2011 Fire Service Inc. celebrated its 20<sup>th</sup> Anniversary with the Annual Open House at their St. John Indiana Headquarters. This milestone is significant in the business world proving that a company has the wherewithal and resources to continue business operations for years to come. The Open House was a fine portrayal to all attendees of WHO Fire Service Inc. is and WHAT they represent.

For those who attended the event were treated to food, drinks, friends, great give-a-ways, and the opportunity to experience the family atmosphere, which is Fire Service Inc.

### Topics for News Letter:

- Fire Service Inc 20<sup>th</sup> Anniversary
- E-One Recent Delivery Liberty Township
- Wheeled Coach Feature IU Health
- TNT – Feature TNT Pumps



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Fire Service Inc. found its humble beginnings by one man and one truck, providing on site fire apparatus service to the Northern Indiana and Illinois Fire Departments in 1991. This man, Shawn Junker, was a former field Service Technician for American LaFrance – a leading fire apparatus manufacturer in the industry. As American LaFrance was acquired by Freightliner the field Service Technicians that American LaFrance employed became obsolete in the eyes of the new owner. All fire apparatus service would now be done by the Freightliner dealer network system.

Realizing that this transition in the industry for American LaFrance's customers would take years to be successful, Shawn Junker along with some investing parties from St. John, started Fire Service Inc. As Shawn was the owner and single employee, the demand for his service proved too great and Shawn hired his first technician before the year ended.



Since those humble beginnings Fire Service Inc. experienced steadied growth in the world of fire apparatus service. The mobile service was now supplemented with a facility in St. John with numerous mechanics and now an office staff. In 2001 their expansion led them into their current facility. A facility designed in part by Shawn Junker around the needs of a fire apparatus servicing facility; something that is not of normal business design. Due to the unfavorable winter climate in the northern Indiana area this state of the art facility has provisions for indoor, climate controlled pump testing and room for aerial work. With the move into this new location Fire Service Inc. expanded their offering into the world of sales of loose goods constantly sought after by their cliental.

In an ironic twist of fate Fire Service Inc became the Indiana, Ohio and Illinois dealer for American LaFrance in 2004 and quickly grew sales to the point that Fire Service was awarded the Dealership of the Year award in 2004. This squarely placed Fire Service Inc. as a sales force to be reckoned with.

In 2005 Fire Service Inc expanded its service presence into Southern Indiana with a satellite service center in Columbus Indiana.

By the time 2007 arrived Fire Service Inc. Service and Sales Departments were continuing to enjoy growth, while American LaFrance started to show signs of succumbing to its new parent company. Delays in deliveries were becoming the norm, and day to day business was becoming strained with no signs of relief. The sales department had Fire Service Inc holding 2<sup>nd</sup> place for volume in the entire USA for American LaFrance when it finally became necessary for Fire Service Inc. to discontinue sales of apparatus from American LaFrance. Shortly thereafter American LaFrance entered Bankruptcy protection, *continue on next page...*



**Road Rescue**  
In Service for Life™



continued...



Fire Service Inc. seasoned at the sales of apparatus, was sought after by numerous other manufacturers in the industry until in January 2008 a decision was made for Fire Service Inc. to represent E-One for fire apparatus.

Also in 2008 Fire Service Inc. became the exclusive dealer for TNT rescue systems for the State of Indiana and Ohio. A commitment like no other was initiated with continued success to the world of rescue tools with the implementation of 2 tandem axle, fully equipped demo and instruction trailers and on-site service and repair of the TNT rescue systems. This coupled with the Paratech tools currently offered firmly placed Fire Service Inc a leader in the world of rescue tools. In 2009 & 2010 Fire Service Inc was named the #1 rescue dealer for the Midwest for TNT.

In 2010 Fire Service Inc. became the authorized dealer for Wheeled Coach Industries. While a dealer for American LaFrance, Fire Service Inc sold a few ambulances manufactured by them but it was a limited offering. Now with Wheeled Coach, Fire Service Inc. has firmly secured their position in the world of ambulance sales.

Also in 2010 Fire Service Inc. expanded their headquarter location with the addition of a state of the art fabrication and paint facility to truly offer their customers a “one stop shop” service and sales solution for their needs.

In 2011 Fire Service Inc. added Road Rescue to their ambulance portfolio in addition to Wheeled Coach assuring product offerings for all EMS providers.

In conclusion, Fire Service Inc. has stood the test of time and is clearly here to stay. From the modest beginnings to the current multi-department company of over 60 employees, 10 mobile service trucks, 15 salespeople and state of the art products Fire Service Inc is soon to be a mainstay name in every Fire Department and EMS agency within Indiana, Illinois and Ohio.



***Toll Free: (1-800) 578-4281***

## Liberty Township Fire Department

### Showcase

West of the Metropolitan area affectionately known as Indianapolis is a quaint country town known as Clayton, Indiana. The town has a post office, a local grocery and the Clayton café - the local eating establishment – a true ‘old town America’ type of community. Along the main street is the small fire department known as Fire Department of Liberty Township. This small department is actually the culmination of two fire departments - Hazlewood and Clayton. Although the town of Clayton is small and the affects of urban sprawl are not openly obvious the Fire Department responds to its citizens in a demographically large area by providing not only fire protection but state of the art EMS and rescue protection.

Urban sprawl finally hits the territory and Clayton is in receipt of funds to provide a new fire engine, largely in part from a new warehouse being constructed in their area. This sends the Department’s appointed committee searching. The department is staffed by firefighters that have careers at the neighboring Fire Departments of Plainfield, Danville, Brownsburg etc, and they have an idea of what they need.

In their due diligence, the committee narrowed down their new apparatus - a custom rescue pumper, to be supplied by two potential manufacturers - Seagraves and E-One. E-One was ultimately selected due to their flexibility to provide not only what the Department wanted, but within their budgeted amount of money they had to spend. In addition to this, Fire Service Inc. was the local dealer for their recently purchased new ambulance, and their service to their needs was extraordinary. Fire Service Inc. had the resources to provide the high level of customization while up fitting the apparatus without the traditional high price tag that is commonly associated with this type of customization. The salesman on the project was also Fire Service Inc.’s Sales Manager and his years of experience guided the project seamlessly to fruition.

The finished apparatus is an E-One Typhoon Chassis Rescue Pumper featuring an extended, raised roof custom cab with seating for 5 firefighters plus a huge EMS supplies storage cabinet in the cab. The truck is powered by a 2011 Emission compliant Cummins ISL 450 HP engine. The pump system is a Hale QMAX 1500 gallons per minute pump with a 750 Gallon water tank. The body is severe duty extruded aluminum with painted hinged doors. The compartments are rescue style with customized shelving, trays and tool boards. The truck features a hydraulic generator powering lighting all around the apparatus, state of the art rescue tool pump with accelerator powering two 100’ hydraulic rescue tool reels pre-connected to two rescue tools (Jaws of Life) in the front bumper. The Federal Signal Warning Light Package is state of the art and assures that the truck will be visible from any angle both near and far. Graphics are done by TKO Lettering in Plainfield to the department’s design requirements.

This truck delivered just in time for the Indiana Emergency Response Conference held on the 19<sup>th</sup> of August 2011.

Fire Service Inc. thanks the Fire Department of Liberty Township for their patronage.



## Working Together

Indiana University Health Lifeline, formerly known as Clarian Health (and to many of the EMS providers in the area, Riley Children's Hospital transport). IU Health Lifeline rotor and ground transport not only transport neonatal and pediatric patients but adults as well. The new Wheeled Coach ground transport units are state of the art transport units customized around the years of experience both from IU Health Lifeline and Wheeled Coach.

The units, now a total of three, are Freightliner M2 chassis severe duty multi-purpose transport units. These units feature liquid oxygen, medical breathing air, generator powered module, state of the art air conditioning system, a highly effective warning light system plus adequate room for specialized crew and equipment needed for the uniqueness of the service provided by IU Health Lifeline.

The climate in the module is provided by a state of the art air conditioning /heating system. This system operates either while plugged into a shoreline, or by the chassis, or by the on board generator. The air conditioning system features a Wheeled Coach exclusive patent pending Coolbar. This is an external air conditioning condenser that is mounted on the front of the body above the cab. This is different than traditional ambulance air conditioners in many ways. First and foremost a traditional ambulance air conditioning condenser is mounted under the module, which subjects it to road debris, grime and reflected radiant heat off the road. It is limited in size due to the space available. The Coolbar is 30% larger with 800 square inches of condensing coils mounted again above the cab at the front of the body. The Coolbar has 30% greater BTU capacity with 4 high capacity cooling fans and has 50% greater air flow with 2900 CFM. This plus the severe weather insulation package provided by Wheeled Coach provides IU Health – Lifeline a module that is sure to remain at the temperature that is required by the crew and patient. Lastly a benefit afforded by the Coolbar is the increased efficiency it provides for the warning light system. The housing on the cool bar provides for mounting of emergency lighting. On a typical ambulance the front of the module is flat and facing forward allowing for only forward facing upper warning lights. The Coolbar housing provides for two of the warning lights to be facing outward in a 45 degree angle providing intersection warning unmatched even with modern light bars.

Comfort for the patient and the crew was not left to chance. IU Health Lifeline makes very long transports. Oversized seating has been provided and has been installed strategically so not to inhibit the necessary patient care. All critical functions are easily accessible from the seated position. Temperature sensitive pharmaceuticals are stored in easily accessed climate controlled cabinets. And for the long journey with pediatrics and adolescences an onboard entertainment system with flip down LED screen and DVD player is located in direct view for the patient.

In conclusion, Fire Service Inc., Wheeled Coach both enjoy and respect the relationship with IU Health Lifeline and will continue to be their partner for ambulances for their ground transport needs.



LifeLine



LifeLine

# TNT Rescue Tools

TNT Rescue tools are one of the few rescue tools actually manufactured within the United States of America. This alone is a great accomplishment in today's "World Economy". However TNT surpasses all other manufactures rescue tools in numerous areas making them the choice for countless departments now worldwide, including the entire country of Australia. TNT stands behind their products with their "Lifetime Warranty" which simple states:

"Lifetime" Means



**LIFETIME!!!**



The high quality and reliability of TNT Rescue Systems, Inc. tools and parts enables us to offer you the following warranty:

**Should any TNT product purchased from TNT or an authorized representative of TNT fail to perform as originally intended due to wear, workmanship, or even accidental damage, return it to TNT with postage prepaid, and we will either replace or repair it, at our option, for as long as you own it -- no if's, and's or but's. This warranty does not apply to: (1) abuse (2) any alterations non compliant with TNT factory specifications (3) engines, lifting bags and lifting bag accessories, which are not manufactured by TNT. (All engines and lifting bags have separate warranties from the manufacturer).**

**TNT's lifetime warranty also remains in effect when used with other manufactures equipment!**



This too provides the customer with the assurance that they buy the product once, and if there is ever a blade dulled or broken or a fitting spoiled or a hose damaged the customer does not pay to have it repaired or replaced.

**TNT offers a large comprehensive line of cutters, spreaders, rams, combi-tools, confined space tools and pumps.**

# TNT Rescue Tools

TNT pumps are a unique and patented design of pure efficiency. They are the heart of the TNT system and much to our competitors dislike. TNT pumps are available for direct compatibility with any tool manufacturer's system. In fact when the TNT pump is used with another manufacturer's tools system and if for some reason the other manufacturer's tool would suffer a fail directly related to the TNT pump then TNT will warranty that tool for life! Now that is putting your money where your mouth is!

The pump system is simply a hydrostatic two stage radial piston over piston hydraulic pump that sits in the oil reservoir. This design is so efficient that the TNT pump produces upwards to 6 times more volume than some competitor's pumps at any given pressure. Also by this design the engine or motor's horsepower is more efficiently utilized thus allowing TNT's first stage to operate at a higher pressure than the competition. This simply means the tool moves into position to do the job at a much faster rate.

TNT invented the Simo pump and brought it to the industry originally selling it to a manufacturer who today is one of TNT's competitors and incidentally no longer has access to the original TNT pump. The TNT Simo pump has two hydrostatic two stage radial piston over piston hydraulic pumps that sit in a common oil reservoir. TNT offers pumps for single tool operation, Simo Tool operation 3 tool operation, and 4 tool operation with electric, diesel, gas or air powered. Now TNT with a joint venture with Harrison hydraulic generators offers hydraulically powered rescue tool pumps, which can be configured to operate up to 8 tools simultaneously off an apparatus.

To allow the user even more performance, TNT invented the "Accelerator" feature on the multi-tool pumps. This feature when activated via a quarter turn valve on the pump or by a remotely located valve flows both two stage pumps into one tool or the other thus doubling the volume and the tools open and close speed. "I have never heard of a trapped person saying the fire department extricated me too fast" says Tim Blanton, VP of TNT.

No other tool manufacturer even comes close to the pump offerings that TNT provides and when a highly efficient TNT pump is used with another manufacturer's tools, those tools exhibit a significant increase in performance. That is why departments that cannot afford to replace all their rescue tools have turned to TNT to power the tools they currently have. Departments like Fishers, Decatur Twp, Zionsville and Liberty Twp have TNT "under the hood" of their hydraulic tools systems.



Cindy Roser joins our staff as the North East Regional Sales Manager. She returns to E-One after having served as a dealer in northern Indiana. Cindy has a total of eighty (80) Emergency One Apparatus to her credit in the time spanning 1992-2000 and has worked in the industry for two (2) other apparatus manufacturers in the interim. Cindy said, "The return to a product I trust and know so intimately well is like coming back to where you know you belong. In my eleven year absence from Emergency One, the company has transitioned from corporate to private ownership and a clear difference is the result. I believe, Emergency One is "raising the bar" of value and standards to this industry, the magnitude of which is yet to be realized. I'm so proud of E-One's unmatched leading record in the safety and performance of their aerial products. Now that's something to hang your hat on! I'm extremely pleased to offer a wide range of service capabilities with many highly trained certified mechanics whom blanket the state of Indiana with mobile service units as well as service centers located in the St. John and Columbus Indiana, all owned and operated by Fire Service, Inc. I am blessed to come aboard the team of Emergency One and Fire Service, Inc. because, in my heart of hearts, I have always believed in the products and always felt I couldn't sell anything without service to back it up."

Cindy served as Township Trustee 1986-1990 and during that time purchased new fire apparatus by means of the Indiana bidding laws for the fire department under her care. She has taken Fire Fighter I & II to help her better understand the needs of the fire fighters. While selling E-One trucks, she assisted many purchasers with lease purchase financing, in efforts to obtain the necessary equipment when needed, placing it into service, and offsetting the cost impact of waiting until enough money has been saved for a capitol purchase. Her mechanical aptitude began in the sport of truck and tractor pulling for many years and her knowledge grew while selling fire apparatus.

In closing she said, "You know, we all have our place in this world and recently I saw a motto that I have taken as my own. It reads:"

*"Excellence"*

*There is no higher honor than human service.  
To work for the common good is the greatest deed.*

