



HURST Jaws of Life, Inc.
711 North Post Road
Shelby, NC 28150
www.jawsoflife.com



Dinglee
Hurst
Lukas
Vetter

February 3, 2017

Maine Fire Chief's Association
Attn: MFCA Membership and Jeffrey Cammack
P.O. Box 149
Fairfield, ME 04937

Chief Cammack,

It has been brought to my attention that in the recent MFCA Directory, Reliance Equipment ran an advertisement that stated they are an authorized service center for IDEX's Hale and Hurst products. As it has been explained to me by my IDEX colleagues at Hale, they are indeed an authorized service center in good standing for Hale and have been for over 20 years. In fact, when Hale and Hurst were run together years ago, they were an authorized service center for Hurst many years ago. That said, they are not an authorized service center for Hurst Jaws of Life and have not been for some time.

I spoke with the owner, and in his defense, he explained that he simply ran an old advertisement and overlooked this needed update to the ad. This is understandable and I believe this error to be truly just an oversight and was not done with any malicious intent. That said, it is important to Hurst Jaws of Life for its customers to know where to get factory authorized service that properly maintains warranty, and that repair work done on Hurst equipment by unauthorized technicians will void the product's warranty.

This will confirm that, as of the date hereof, the following Hurst Jaws of Life® dealer is the only Hurst® dealer whose sales territory for Hurst Low Pressure (5,000 PSI), Hurst High Pressure (10,000 PSI) and Hurst eDRAULIC® rescue equipment includes the State of Maine and whose personnel have been factory trained and certified by Hurst Jaws of Life, Inc. on operation, maintenance and service and are approved by Hurst Jaws of Life, Inc. to perform warranty repairs, warranty required annual maintenance and other service on Hurst Low Pressure (5,000 PSI), Hurst High Pressure (10,000 PSI) and Hurst eDRAULIC rescue equipment:

Northeast Emergency Apparatus
Primary Contact: Scott Lake
Auburn, ME
Phone Number: 866-281-0911
Fax Number: 207-753-0090

Please feel free to direct any questions on this matter to my attention. Despite being transferred to the state of North Carolina in 2013, I maintain my Maine issued cell phone (207-208-6698).

Sincerely,

Mike Canon
Director of Rescue Sales
Hurst Jaws of Life, Inc.

ADG

Cc: Anthony Morabito, Northeast Regional Sales Manager, Hurst Jaws of Life, Inc.

Scott Lake, President/Owner, Northeast Fire Apparatus/Maine authorized Hurst Jaws of Life Dealer & Service Center.