

Valued Customers,

As many of you already know, Pennsylvania has expanded the scope of business re-opening procedures throughout the state as part of the public health safety precautions being taken nationwide. Kaza Fire Equipment has taken these re-opening steps during the last week of May:

1. **The retail store** will be open to the public during normal business hours of Monday through Friday, 8am to 5pm, and all visitors are asked to wear masks and follow the Cambria County suggested safety and sanitary procedures as updated daily. Staff are available Mondays-Fridays 8am-5pm by phone and email to process orders and answer your questions, limited staff are on site. Contact your sales representative or the main lines at (877) 777-5212 or (814) 472-8650 or sales@kazafire.com with orders and questions. Contact information listed below for your convenience.
2. **Shipping is operating as usual** with additional sanitary precautions in place including masks and surface disinfection routines for both incoming and outgoing. As a distributor we deal with over 100 manufacturers who have each made their own adjustments during this time, so we will contact customers on a case by case basis for any delay in your shipment.
3. **The emergency vehicle service shop is OPEN.** Getting those fire engines and emergency service vehicles back into service is an essential service we take seriously.
 - When dropping off a vehicle for service please do not enter our service center, use our afterhours drop off or call us once you arrive at our facility during business hours. One of our service team members will come outside to meet you.
 - Before repairs are made to your vehicle it will be sanitized prior to being brought into our service center, and it will be sanitized again after servicing, prior to pick up. We have implemented thorough sanitizing procedures to ensure safety for all.
 - Our parts department is shipping parts daily. If there is a need for parts to be picked up in person, please call us first to make arrangements. Call and ask for the SERVICE CENTER with questions or [email](#) Carmen directly to schedule.
4. Extinguisher Services are operating on a case by case basis in coordination with the reopening rules of each business that we work with. Please call and ask for Jody Gibbons or [email](#) direction with questions.
5. Staff continue to take protective measures to ensure decontamination on all inbound and outbound vehicles. Sales and office staff that are working remotely are processing orders by phone, email and video conference as necessary while scheduling in-person appointments.

WE ARE STILL OPEN AND SERVING OUR FIRST RESPONDER CUSTOMERS. We are practicing extended health precautions, and we know that our valued customers are too. **If you need disinfectant products or have urgent vehicle service requirements, contact us and we will do our best to help you quickly in this time of need.**

With continued dedication to our customers, we thank you for your cooperation and look forward to operating at full capacity as soon as possible,

Kaza Fire Equipment Management
Main Office Number: (814) 472-8650