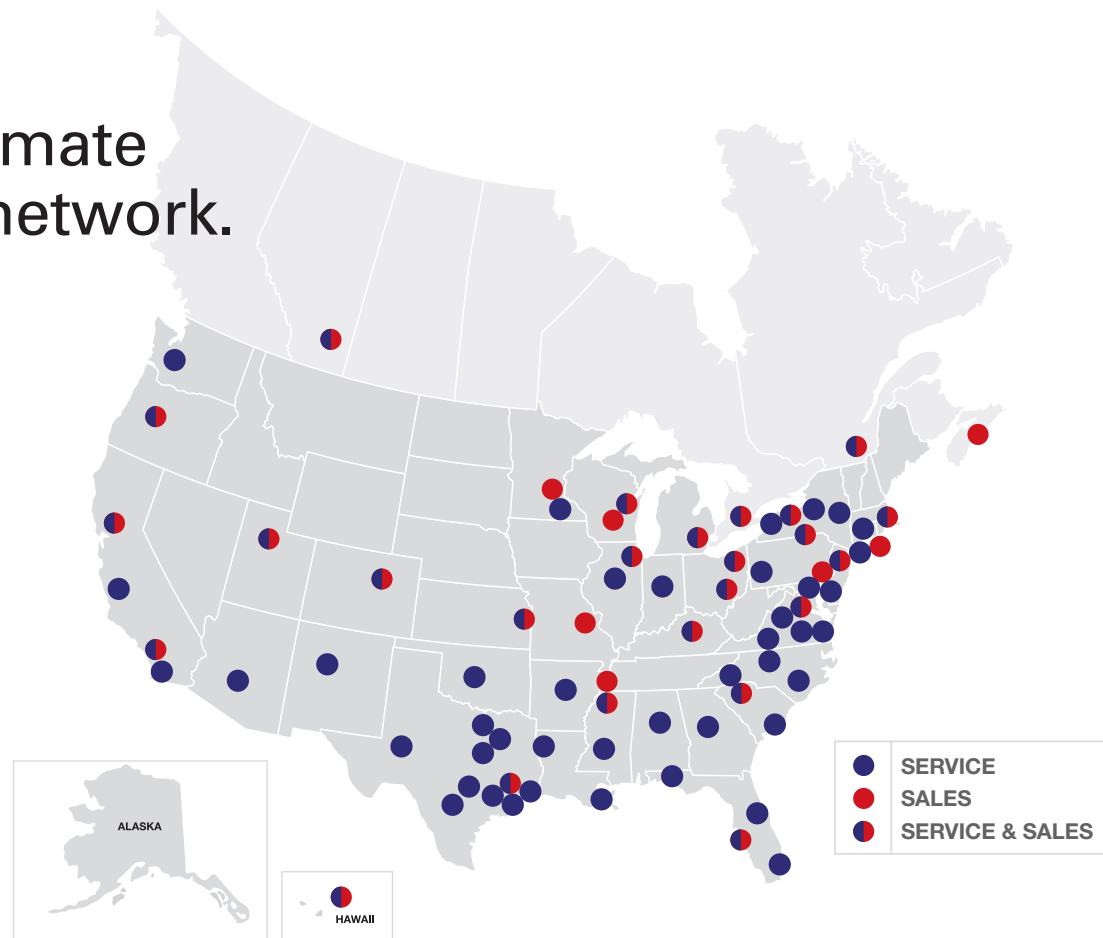




The ultimate dealer network.



Pierce dealers are your single-source experts for parts, training, warranties, and aftermarket service. No other fire apparatus manufacturer on the planet has a stronger, more committed dealer sales and support network.

Find the dealer near you at piercemfg.com

Dealership performance

- 24/7 warranty assistance
- Chassis preventive maintenance
- Coach repairs: Fabrication, assembly, & paint
- Communication system upgrades
- Vehicle body remounts and reconditions
- Mobile service unit fleet comes to you
- Maintenance and operational training



Master Technicians.

Every. Working. Detail. Mastered. Our certified technicians know the intricacies of every last aerial, chassis, electrical, and pumper component. Hundreds of Master Technicians are standing by to help you train, troubleshoot, and maintain any way you need. Via Skype. On the phone. Through e-mail. At your facility or ours.

Schedule your training now

Gain access to hands-on training specific to your Pierce apparatus.

Pierce Customer Service Contact Center
 Phone: 888.974.3723 (1.888.Y.PIERCE)
 International: 920.832.3534
 Email: contactcenter@piercemfg.com

Factory Direct Training

Choose a topic below, or customize your class.

- Electrical systems
- Steering & suspension
- Pump & foam systems
- Aerial devices
- Preventive maintenance

Regional Training Locations

Come to an area below, or we will come to you.

- Appleton, WI
- Bradenton, FL
- Las Vegas, NV



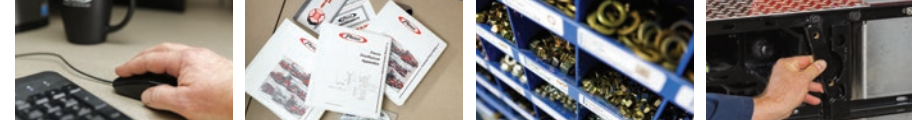
Maximum vehicle readiness.

With over \$5M and 500,000 square feet dedicated to inventory, Pierce stocks a robust parts supply that responds to every maintenance need for the life of the vehicle.

Get a 24/7, vehicle-specific parts bill of material (BOM) with up-to-date stock parts and accessories.

- Strong, local inventory stocked through dealer warehouses
- Extensive factory inventory distributed through Global Logistics Center
- New & legacy parts/accessories
- Product upgrades (e.g. Command Zone™) with user training available
- Backed by OEM-limited warranties
- Custom accessory fabrications & graphics

Contact your local dealer to order.



Online factory support.

Aftermarket Support Website

The same comprehensive factory support available to Pierce dealers is accessible by Pierce customers through a guest login. Pierceparts.com connects you to our:

- Online Parts Catalog
- Stock Parts Catalog
- Component Catalogs
- Legacy Parts Catalogs
- Current Operator Manuals
- Select Service Manual Groups
- Service Training Information
- Select Learning Modules

Parts Catalogs

Truck-specific parts catalogs, based on the BOM of the vehicle, feature:

- Part numbers with full descriptions
- A library of over 60,000 illustrations
- Individual parts search for single items

Operator Manuals

Operator manuals are available for the following Pierce products:

- Custom Chassis (7 model-specific versions)
- Commercial Chassis
- Aerials (22 model-specific versions)
- Foam Systems (12 model-specific versions)
- Pump (2 model-specific versions)

Service Manuals

Truck-specific service manuals are available for registered users, based on the design configuration of the vehicle. Service manuals typically include information on the following (as applicable): troubleshooting, front axle/suspension, brakes, engine, tires, wheels, cab, electrical, air systems, plumbing, foam system, aerial device, and more.

pierceparts.com



Product Upgrades



Factory Inventory

Pierce Customer Service Contact Center

Phone: 888.974.3723 (1.888.Y.PIERCE)

International: 920.832.3534

Email: contactcenter@piercemfg.com



We'll always be there. Count on it.

Technical Call Center

Staffed with industry-certified professionals in areas of electrical, aerial, pumper, and chassis, we pull from a century of combined experience to offer our customers 24/7/365 support, fixing the toughest issues around the clock.

Factory and Field Service

Every customer matters. Every truck is unique. Our trusted service technicians work hand-in-hand with our dealer network to provide our customers with individual solutions, in-house or in-field.

Engineering

Details, details, details. Our dedicated engineers are ready to innovate custom solutions in anything from field service to design work that will meet our customers' individual needs.

Warranty

We're ready to answer questions regarding warranties administered by Pierce, supplier warranties or general questions related to warranty administration.



Accidents

Restore your vehicle to its original quality standards.



Aerial Overhauls

- Remount your aerial device on a new Pierce custom chassis with a completely new body
- Refurbish & remount using your existing aerial body
- Re-certification, service, & testing are included
- Complete aerial overhauls
- NFPA updates



Upgrades

Apparatus adjustments and improvements are available to comply with current NFPA standards:

- Chevron striping
- New LED warning lights
- Stainless steel plumbing upgrades
- Auxiliary braking devices
- And more



Aftermarket Repair

- Engine & transmission replacement
- Pump overhaul
- Water tank replacement
- Body replacement
- Retrofit: TAK-4® Independent Front Suspension, CAFS Foam Systems, Side Roll Protection System, ANNEX-D (1901 NFPA standards)

Extending the lifecycle of your legacy.

Apparatus refurbishment can add another 10-15 years of peak front-line service to your vehicle. When you choose the Midwest Refurbishment Center, we guarantee competitive pricing and legendary quality of single-service support before, during and after the job.

Backed by over 30 years of experience, every job is handled in-house by our fire apparatus experts, ensuring maximum performance of each refurbished component.

www.piercemfg.com



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