



TotalCare[®]
VERIFIED PPE MAINTENANCE

StaySafe[™]

PPE EXTENDED WARRANTY PROGRAM

Increasing Your Turnout Gear's Safe, Useful Life

BECAUSE CLEAN, UNDAMAGED GEAR IS SAFER GEAR.

KEY STAYSAFE PROGRAM FEATURES & BENEFITS

1

Pre-Paid Incoming Freight

We provide prepaid FedEx labels making it easy for you to ship to us.

2

Recording Garment Details

The NFPA tracking process begins in the receiving department. We add the garment by serial number, manufacturing date, garment type, model/make, size, and primary materials (outer shell, thermal liner, moisture barrier, reflective trim) and note the firefighter to whom it is assigned and receive it for service. Tracking for services performed begins here.

3

Ozone Cleaning

Each garment is separated into liner and shell for proper handling in the laundry and is Advance cleaned per NFPA 1851 standards. Ozone is used to treat EVERY garment for biohazards, an investment not typical to fire department washers and rare among Verified Independent Service Providers.

4

Controlled Drying

Mechanical drying harms velcro and reflective trim on the garments. At LION Totalcare, each garment is dried in a controlled environment with industrial dehumidifiers to remove moisture. This process is the best way to preserve the integrity and safety of the turnout gear.

5

NFPA Advanced Inspection

LION is a member of the NFPA committees that determine the gear performance and service standards. LION has been inspecting garments returned from field use for over 25 years. An NFPA Advanced Inspection is performed by LION trained, experienced inspectors who thoroughly examine each garment layer. Inspectors note all repairs needed to make the garment fit for duty.

6

Manufacturer-Trained Repair Processing

Each repair is meticulously performed by expert garment repair technicians using original materials according to NFPA and manufacturer guidelines.

7

Thorough Q.C. & Shipping Preparation

A quality control inspection is performed as the garment is reassembled and packaged for return to the customer. A packing list that details each garment by serial number, the dates each was cleaned/inspected and repaired if needed, is in the order. Outbound freight is covered by StaySafe.

8

Complete Documentation

In addition to the packing list, a detailed list of each repair performed per garment is included. Customers have the option to receive access to a web portal that tracks all data for the fire department's gear – including assignment records, clean/inspect/repair details by date, retirement dates (if shared with LION TotalCare) and more.

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An example of a turnout coat inspected, cleaned
and repaired by LION TotalCare®



Typical TotalCare cleaning and repair
services include Inspection, Disinfection,
Washing, Trim Replacement and
Hole/Rip Repair.

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What's included in the StaySafe™ program?

Along with new LION turnouts designed to your specifications is annual coverage, which includes...

- Annual Advanced Cleaning
- Annual Advanced Inspection
- Annual repairs caused by wear and tear as well as warranty
- Priority scheduling for warranty and non-warranty repairs
- NFPA 1851 level documentation of maintenance activity
- Prepaid options for 1, 2, 3, 5 or 7 years
- Optional annual renewal up to 10 years maximum wear life.
- FREE shipping to and from TotalCare®



Keeping
your gear
safer,
longer.

BUILT-IN PEACE OF MIND

LION StaySafe warranty program provides annual maintenance and an extended guarantee on new LION turnouts. Additionally, it includes a cost-effective way to extend the gear's safe, useful life up to ten years. LION StaySafe provides you more coverage and benefits than traditional warranties. One of the most important features is a regular maintenance program that optimizes gear protective performance while in service, and sets it on a path to achieve ten years of safe, useful life – the maximum allowed by NFPA 1851.

QUICK FACT:

StaySafe guarantees a minimum of **7 years** wear life on LION turnouts when they are annually maintained in a seven-year program.

Save money and make your PPE budget more predictable.

LION StaySafe helps keep your firefighters safer, longer and helps control your PPE budget. It's simple

math. Regular maintenance of turnout gear in a flat-rate plan is less costly than replacing it with new turnout gear.

With LION StaySafe, you save money by extending the safe, useful life of your turnout gear which reduces your replacement rate. You will not need to replace your gear for seven years due to wear and tear. It also



The useful life of turnout gear can be as little as three to five years with improper maintenance and/or storage. Safe, useful life can be as long as seven to ten years if turnouts have been consistently maintained in a cleaning, inspection and repair program and stored properly.

PROVEN TO WORK

LION TotalCare® has demonstrated that regularly maintaining turnouts from the time they are issued reduces the potential

for progressive damage which can make gear unrepairable. This means that gear can be kept in serviceable condition longer.

One example is the City of Chicago Fire Department (CFD) program that started in 2007 when 15,000 new garments were issued and a StaySafe annual maintenance program was implemented. Despite the fact that the CFD handles approximately half a million responses a year, at the end of 2013 less than 1% of the turnouts originally issued in the program had been replaced. The professionals at LION TotalCare help the CFD maximize the safe,

useful life of its gear by performing annual cleaning, inspection and repair. LION TotalCare employs the most experienced and knowledgeable PPE maintenance specialists in the industry.

When you add LION's manufacturing knowledge and its investment in developing maintenance expertise, your turnout gear and firefighters couldn't be in better hands. LION StaySafe will help keep gear safer, longer.

minimizes the rate of replacement in years eight, nine and ten with optional annual renewal.

LION StaySafe is less expensive than other third-party cleaning, inspection and repair plans where you pay an itemized invoice for all work performed. LION StaySafe is a flat-rate plan. That means for seven years, you will always know what

your NFPA 1851 compliance costs will be for your PPE.

Many factors, such as composite selection, firefighting tactics and frequency of use, affect how much money your department will save. LION estimates that a 100-member department that spends \$1,650 per set can save more than \$40,000 over a 10-year period.

Let us put together a 10-year budget plan for your turnouts! We have a variety of payment options, so we can help select the one best for you.





Put the StaySafe PPE Extended Warranty Program to work for you. Contact:



EXCEPTIONS:

The following repairs are not included in the StaySafe program:

- Decontamination of hazardous materials.
- Damage attributable solely from wearing ensembles in situations other than intended use.
- Damage that arises from conditions under which the ensembles are exposed to excessive heat beyond the conditions which ensembles were designed to withstand to meet NFPA 1971.
- Complete destruction caused by an extraordinary event.
- Damage caused by chemical or biological contamination.
- Damage caused by improper storage.
- Damaged gear enrolled in the StaySafe program that has not been TotalCare-inspected for more than eighteen months.

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