


VX-4200 Mobile Radio Demonstrates Its Durability Withstanding Car Fire

TESTIMONIAL

CUSTOMER PROFILE

Company	S.M.Vauclain Fire Company Philadelphia, Pennsylvania 
Industry	Fire Department
Solution	VX-4200 Mobile Radio
Benefits	<ul style="list-style-type: none"> • Durable, quality design • Compact size • Maximum return on investment



Company Overview: S.M.Vauclain Fire Company

S.M. Vauclain Fire Company is a volunteer fire department located in the Philadelphia suburb of Crum Lynne, Pennsylvania, U.S.A. The fire department has 30 volunteer members and houses a pumper, a rescue truck, command car and an ambulance. S.M. Vauclain Fire Company provides service to Crum Lynne and mutual aide to the other towns in Ridley Township, Pennsylvania, including coverage of Interstate 95 near the Philadelphia International Airport.

“My only question is how did you build such a good radio?”

That’s how the e-mail started from Mike Garvin, Volunteer Fire Chief with the S.M. Vauclain Fire Company, sent to Vertex Standard’s Customer Service team in February 2009.

Mike has been a fire fighter since 1979 and the Fire Chief at S.M. Vauclain Fire Company since 2004. As Fire Chief, Mike is responsible for managing operations and the budget at the fire department. Like many volunteer fire departments, one of the biggest challenges is having sufficient funds to properly equip everyone in the department. “It costs about \$2,200 to outfit each fire fighter with the proper gear.” The department is eligible for relief funds and actively pursues grant funding which takes time to secure. As a result, Mike prides himself as being “well researched” in every purchase made on behalf of the department to ensure they get the most out of every dollar spent.

Mike purchased two VX-4200 mobile radios in the spring of 2008 to be used in the Fire Chief’s car and by the Deputy Fire Chief. He was introduced to Vertex Standard radios by his local dealer and upon reviewing the radios, he liked the display and compact size of the VX-4200 since he has limited space in the console of the car, “After looking at the radio further, it seems to be a pretty smart design,” Mike commented as he noticed the on/off switch is protected positioned underneath the radio to avoid abuse.

On a Sunday morning in June 2008, the Fire Chief’s car caught on fire destroying the car engine and front passenger area where the VX-4200 mobile radio was located. Mike goes on to describe what happened further, “When extinguishing the fire we had to deploy water directly in the area of the dashboard.

“I am truly a BIG fan of Vertex radios and will only purchase Vertex equipment for my fire company.”

— Mike Garvin, Volunteer Fire Chief

The radio console with the Vertex Standard VX-4200 was directly hit with water, and I must say that most of the equipment in our Chief's car was destroyed but not the Vertex VX-4200 mobile radio." Everything located above and below the radio was ruined while the Vertex Standard VX-4200 radio and the speaker microphone still worked. "To this day our Vertex Standard radio is still in service in our new Chief's car, and we just wanted to give you guys kudos!"

As a result of this first experience with Vertex Standard radios, Mike acknowledges, "I am truly a BIG fan of Vertex radios and will only purchase Vertex equipment for my fire company. I have met some resistance from the older guys who grew up on other radios, but when they get to see the difference they are easily won over!"

The VX-4200 Delivers High Capacity, Enhanced Mobile Communications

The durable VX-4200 Series is designed to give you extensive signaling and expanded customization to help you maximize your communications investment.

About Vertex Standard:

Founded in 1956, Vertex Standard is a Japanese company with a rich history in radio communications and technology and has maintained a focused commitment to delivering quality radio communications equipment that supports business productivity and public safety worldwide. Vertex Standard solutions include land mobile, marine, airband and amateur products. With customer satisfaction as its number one priority, the company remains dedicated to supply products that meet the changing needs of the two-way radio communications market.



The Vertex Standard Difference

Our number one goal is achieving superior customer satisfaction by delivering products and services that exceed your expectations. Vertex Standard radios are built to last and are backed by an industry-leading 3 year warranty – another great reason to choose Vertex Standard. Ask your Dealer for more details.