



# Village of Clarendon Hills

FIRE DEPARTMENT

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1997 NAEVT Awards Program Committee  
29 Stillman Road  
P.O. Box 97  
Lynnfield, MA 01940-0097

To Whom it may concern:

I would like to nominate Mr. Tim Wirf's, from Wirf's Industries, for the 1997 Technician of the Year Award, for the following reasons.

My first contact with Mr. Wirf's was after the purchase of our Department's 1994 Heavy Rescue Squad from the Pierce Manufacturing Company In Appleton, WI. A couple months after taking possession of the vehicle, a few minor imperfections were in need of corrections. Our Pierce Representative, gave us a choice of a warranty options. The one he really emphasized was taking the vehicle to Wirf's Industries in McHenry. The rep. Also said "He's (Tim) the cream of the crop". The sales rep. also stated "The choice was ours however he (The Sales Rep.) and Pierce highly recommend Tim".

After discussing and debating the options it was decided that we would transport the vehicle to Wirf's. The vehicle was there a few days while the problems were fixed. On this visit, (our first) to Wirf's I was amazed to see the investment in tools and equipment he had made. The shop was like a hospital operating room. The floors were almost clean enough to eat off of. Tim and his employees presented themselves professionally. All questions were answered and nothing was left to guess.

Tim's shop is some 70 miles north of our Village, and this had brought some scrutiny by the village management as the trip would need to hire a firefighter to drive the vehicle to McHenry and myself to pick up that firefighter from Wirf's. This would also need to be repeated when the vehicle was finished. Though this would cost additional time and money it was never brought into serious question based on the credibility given to Tim by Pierce.

When the vehicle was finished, all aspects of the repairs made were completely explained. Any questions were promptly answered. At this point it was decided we would continue to do business with Tim Wirfs. Since that time we have taken our 1977 Mack - Pierce Pumper to him for repairs, as well as our 1986 Mack - Pierce Pumper/Tele-Squrt. Every time we send a vehicle there it returns fully repaired and serviced to our specifications. During the times we have had a vehicle in for repairs, Tim always calls and keeps us up to date as to what is going on with the vehicle and when we can expect it to be completed.

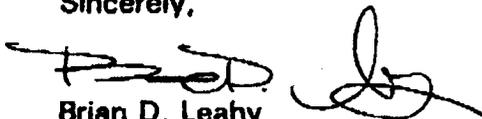
As you may or may not know, Fire Apparatus is constantly being checked and rechecked for operation. Even though the vehicles sit idle more than they are used for emergencies, they need to be ready at a moments notice for any emergency. This requirement means we need to be sure they are in the right hands. Our vehicles are checked weekly for equipment and fluids. They are serviced twice a year based on their mileage and usage. Our Tele-Squrt is checked tested annually by U.L. Laboratories in Northbrook, Illinois. Any problems found with it are promptly turned over to Tim for correction.

On several occasions Tim has fabricated parts to replace those parts not available because they are not supposed to wear or are not items not normally replaced. This has won our trust in Tim and his business.

Our Department and it's Firefighters pride themselves with the fact that our vehicles are always the top of the line and are kept in the best condition possible. With that attitude it should easily reflect our requirements of the Mechanic we choose to work on them.

Tim is highly recommended for that position. I hope he will receive the highest consideration from you for the award he deserves. Should you have any questions, please feel free to contact me during normal business hours.

Sincerely,



Brian D. Leahy

Fire Chief

Clarendon Hills Fire Department