

Questions & Answers about “G. LeBlanc Fire Truck Repair Ltd.”

Q: Who is G. LeBlanc Fire Truck Repair Ltd?

A: We are the largest fire truck repair company in Atlantic Canada. We offer specialized technical service and repairs to all makes of fire trucks.

Q: What services do you provide fire departments?

A: We offer a mobile service and a modern facility which provides the following *Capacity Testing... Complete Refurbishment... Complete Pump Repair... Complete Pump Panel (gauges, lights etc.)... Aluminum & Stainless Steel Manufacturing... Discharge & Suction Valve Repair... Dump Valve Installation... Electrical Repair & Installation... Emergency Lighting Repair & Installation... Foam System Repair & Installation... Heat Shields Manufacturing & Installation... Lever Repair & Mfg... Tank Repair & Replace (Poly)... Mobile Service... On Spot Chain Installation... Primer Repair... Pump Shift Repair... Relief Valve Repair... Customized Services and Repairs.*

Q: How many fire departments do you service and what areas do you cover?

A: We are presently servicing approximately 250 fire departments throughout New Brunswick, Nova Scotia and Prince Edward Island.

Q: Where are you located?

A: We are only 15 minutes north of Moncton, New Brunswick.

Q: What kind of annual service do you provide?

A: We do a 31 major points inspection and service for each truck.

Q: How many years experience does your company have in servicing?

A: Our staff has over 50 years of combined experience.

Q: What are the main reasons why fire departments are using our services?

A: To make sure that all your trucks are in tip top shape. It gives you peace of mind that your trucks will do the proper job...safety for your fire fighters...enables your department to offer the best service using equipment that is Safe, Dependable and Ready To Go at all times. For insurance purposes and possible legal issues that might come up due to poor equipment maintenance.

Q: How long does it take and what do you charge for annual service?

A: It usually takes between 2-3 hours per truck @ \$75.00 per hour.

Q: How long does it take and what do you charge for a capacity test?

A: It takes between 1-2 hours per truck @ \$75.00 per hour.

Q: What is a capacity test?

A: The capacity test includes a comprehensive chart of each truck and the rated capacity of its pump. This chart will be mailed to the department shortly after the tests are completed.

Q: What will you charge for travel & accommodations when servicing department?

A: Unless it's a special or emergency call, we will divide the cost of fuel and accommodations evenly in all calls done that week: Ex: If we serviced 15 fire trucks from 10 different departments, we would divide the total cost by 15. This way it doesn't matter if you have one truck or several trucks to service, it will be distributed evenly throughout all departments.

See reverse →

Q: How many service vehicles do you have?

A: We have 2 full time vans (on the road) and one other vehicle for emergency calls.

Q: What happens when we need service that can't be performed at our fire department?

A: We have a modern facility that can provide your trucks with all your service and repair needs. We also provide a pick up and delivery service for a minimal cost.

Q: Why do we send two technicians on service calls?

A: We want to make sure they are working with a partner in case something happens (accident, for safety reasons, insurance and workman's compensation). We are doing over twice the amount of work with two technicians, so it makes good business practice.

Q: What is the procedure for service or repair on your fire trucks?

A: Our company will keep all records on your trucks and remind you when your annual service is due. Then we will phone each department to set up a convenient time for this annual service to be performed. During the service, our technicians will make a list of everything that is inspected and done on your trucks. At that point, the technicians will make a list of all the problems items that need your attention and they will check with your department to see if you want them repaired or what will the next step be, with your permission.

Q: When is the best time for annual service and how many times per year are you in each area?

A: There isn't a good or bad time to have your annual service done. Some departments want us to service them once per year and others twice per year. What our company does is to set up appointments in advance with as many departments to defray overall expenses and cost for that week's work.

Q: What information is stored and for what purpose?

A: All the information on your trucks is stored in our files for future reference. We know what make of truck, pumps and other information that is needed for us to properly and effectively give you speedy and proper service. This information is available to you at no charge. You might need to know what was done to your truck, when was it done, what the cost was, what parts were repaired and all other information. This is a good tool to set your budgets and/or to determine if you are ready to potentially purchase another vehicle or maybe to repair and extend the life of your trucks for several more years.

Q: What is your guarantee policy?

A: Try our service once and if you're not satisfied, you pay nothing...**100% Satisfaction** is our policy.

Q: What else can your company do for our departments?

A: We also work as a consultant to departments in assessing their needs and providing them with accurate information on the reliability and life cycle of their trucks.

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