

December 16, 2021

Update on Mustang Ordering Procedure

Historically HQ has been the conduit for Stations purchasing Mustang gear. This approach was put in place after discussions with Mustang representatives, HQ and stations. While it has provided some discounted pricing for Station purchases, it has also become a bottleneck.

In addition, the wait times for gear has increased significantly due to:

- world supply chain issues
- the desire to logo the product with RCMSAR identifiers
- service issues with the Mustang representatives.

In discussions with a number of Stations, we've become aware that many of you have been ordering Mustang gear direct from local retailers. We recently reached out to those retailers, (Trotac Marine (Victoria) and Ferno Canada (offices in Vancouver and Kelowna in BC)). They offer the full suite of Mustang gear/equipment. Both suppliers are very willing to partner with RCMSAR to facilitate a quicker delivery time and at discounted pricing. They are also prepared to take orders directly from individual stations. HQ's experience ordering through these retailers has been very positive. Our orders to date have been priced either the same, or at marginally lower prices when compared to equipment ordered through the Mustang representatives. Additionally in most cases the delivery time for product was a few days.

Contact Information:

Both retailers have noted how Important it is that you contact these specific sales personnel as this will ensure you are provided with discount pricing. They will both work directly with stations/societies to process orders.

Trotac Marine: Cam Thomson Ph. 250-386-2341 / email: cam@trotac.ca

Ferno Canada: Mason Fulton Ph. 604-966-4109 / email: m.fulton@fernocanada.ca

They advise the following:

- Only one account per station and one contact person
- This only applies to gear purchased for RCMSAR operations and ***not for personal use***;
- They can ship anywhere in Canada, so therefore can ship directly to stations;
- Your station/society will be billed directly
- The items are not branded with RCMSAR

Therefore, going forward, please feel free to place your orders directly with the retailers. If you have any issues or concerns going forward, please advise me and I will follow up on your behalf. As in the past, only RCMSAR authorized gear can be purchased under this plan. If there are any questions about what is approved, please feel free to ask.

The only exception to gear that can be ordered from the suppliers, will be the MIV-20 vests. As the vest is the outermost piece of gear worn by volunteers, we would like to continue with the use of the RCMSAR logo on the vest. It should be noted that Mustang no longer produces the red vest so please continue to send your orders in to HQ for that item so that they can be branded appropriately. The

December 16, 2021

alternate option is for the station to order the gear vest and PFD combination from either Salus or North Water. These retailers will add the logo and you can order additional pockets on the Salus Vest to fit more gear. Please see order forms attached. You can also find the forms on SMS at [Equipment List and Ordering Info](#).