

Marine Customer Support Agreements



Caterpillar Marine Customer Support Agreements —

When you buy a new or used Caterpillar® or MaK marine engine, one of the best investments you can make is a Customer Service Agreement (CSA).

Every Caterpillar customer is unique. That is why we have developed three flexible CSA options which can be customized to fit your needs. CSAs are one of the most cost-effective ways of reducing expense, disruption, and loss of revenue caused by engine downtime.

CSAs ensure that maintenance and repairs are completed by highly skilled technicians and allow you more time to tend to your business.

The more comprehensive the CSA, the greater the benefits. Caterpillar tests have proven that with CSAs, engine operating time is significantly increased. Your engines run longer, productivity rises, and potential revenue increases.

Unique Support for Unique Customers.

Choosing the Right CSA for Your Needs

INSPECTION CSA

An Inspection CSA includes scheduled, highly specialized technical and visual inspections of your engines. Minor adjustments are made during the inspection and you receive full diagnostic reports for each engine, as well as a list of recommended preventive actions.

PREVENTIVE MAINTENANCE CSA

A Preventive Maintenance (PM) CSA can cover all Caterpillar or MaK engines regardless of age and usage hours. With a PM CSA, your Caterpillar dealer takes responsibility for all maintenance on a specified engine, based on the service intervals prescribed in the Operations and Maintenance manual.

A PM CSA gives you extra flexibility when arranging your repair schedules and can help you reduce labor overtime charges. Your maintenance costs per hour are known in advance, making it easier to plan your expenditures.

TOTAL MAINTENANCE & REPAIR CSA

A Total Maintenance & Repair (TM&R) CSA provides complete coverage for new Caterpillar or MaK engines. All maintenance and repair is placed in the hands of your Caterpillar dealer, so you have greater confidence in your engines' reliability and complete control over costs.

A TM&R CSA means an end to the uncertainties of arranging and undertaking repair and maintenance, leaving highly skilled technicians to take care of everything.

TM&R CSAs are extremely flexible. For example, you can choose the duration of the agreement and the payment option that works best for you.

Customer Support Agreements – At A Glance

	Inspection	Preventive Maintenance	Total Maintenance & Repair
Periodic Inspections	■	■	■
Scheduled Oil Sampling	■	■	■
Diagnostic Reports	■	■	■
Safety Checks	■	■	■
Recommended Actions	■	■	■
Maintenance			
Maintenance Parts		■	■
Labor		■	■
Travel		■	■
Known PM Cost Per Hour		■	■
Documented Service History		■	■
Cat® Oil		○	○
Waste Oil & Filter Disposal		○	○
Component Repairs			
Parts			■
Labor			■
Travel			■
Known Repair Cost Per Hour			■
Documented Repair History			■

■ Standard

○ Optional

* All new Caterpillar marine engines qualify for the Caterpillar 12-month warranty, regardless of whether a CSA is in place.

Your Caterpillar and MaK dealer can offer a range of CSAs to meet your needs, whatever the size of your operation, whatever the age of your vessel. For you, the benefits are maximum operating time, increased efficiency, and lower owning and operating costs.



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