



Cat® Customer Value Agreements

Extended Protection Plan | Delivered Parts | Connected Insights | Single Monthly Payment

Cat® Customer Value Agreements (CVAs) help keep your Cat machine easy to own and ready to work with hassle-free ownership and maintenance value included. Any CVA starts with Hassle-Free Maintenance, featuring Genuine Cat® Parts, delivered on a schedule, to your location. Security of Expert Dealer Support comes with Equipment Protection Plan (EPP) options in the case of defects in Caterpillar material and manufacturer workmanship. Peace of Mind from Equipment Health Management provides you with machine alerts and information, as well as inspection methods and fluid health monitoring. Easy ownership means all elements of your CVA are available in one agreement and eligible as part of your monthly payment on new machines. CVAs include features which extend your component life by up to 50 percent and decrease fuel injector cost per hour by up to 80 percent.

Not all features are available in all regions. Consult your Cat dealer for more information, terms and conditions.

Flexibility with a Variety of CVA Options

- CVAs deliver easy machine ownership with less unplanned downtime and more uptime to make your operation money. How it helps achieve those goals depends on what best fits your operation.
- CVAs come with several options and your dealer is ready to find the best agreement for your machine and operation.
- Options can include self-performed or dealer maintenance.
- CVAs are available on a new Cat machine, a Cat Certified Used machine or a Cat machine you already own.
- EPP coverage aligns with agreement durations, which can be flexible based on machine hours or number of years; your options range from one to five years or from 1,000 hours to 7,500 hours.
- EPP options include either Powertrain+Hydraulics+Technology or Premier.
- All CVAs come with Genuine Cat Parts, which can extend component life and service intervals.

Hassle-Free Ownership with Single Monthly Payment for Machine and Maintenance

- CVAs are eligible to be included as part of your monthly machine payment or with a monthly Cat Card payment.
- One fixed payment keeps your planned maintenance (PM) costs predictable and stress-free.

Hassle-Free Maintenance with the Right Parts Delivered at the Right Time

- PM parts deliver right on schedule, right to your location.
- Your machine gets on-time maintenance for optimal health.
- Delivered parts remove the need to make parts runs for that machine.
- Self-service CVAs include printed or emailed parts instructions.
- Dealer service CVAs provide trained and professional maintenance service, minimizing your required service technicians.
- CVAs with dealer service offer flexible maintenance scheduling to maximize your operation's uptime.
- Genuine Cat Parts can extend component life by up to 50 percent.
- Cat Filters can extend fuel injector life by up to 45 percent and lower fuel injector cost per hour by up to 80 percent.
- Longer engine life through ultra-high efficiency air filters can achieve up to 50 percent cost savings.
- Cat Fluids can get up to 2x longer engine life before the need for a rebuild.*

Subject to restrictions and availability. Additional terms and conditions may apply. Contact your Cat dealer for more information.

*Fluids recommended. Exclusions exist for some Building Construction Products (BCP) equipment.



Security Through Dealer Support and EPP

- For unexpected issues under coverage, dealer experts troubleshoot, diagnose and repair with Genuine Cat Parts.
- EPP coverage efficiently reduces your risk of unplanned costs.
- EPP is available from Powertrain+Hydraulics+Technology up to Premier, which also covers cab, brakes, electronics, steering and suspension.

Peace of Mind with Equipment Health Management Tools

- Your dealer can help with a full setup of the Cat App and My.Cat.Com for real-time access to data and insights.
- Get connected machine information to help you optimize your operation.
- Monitor machine fuel burn to track your fuel efficiency.
- Receive maintenance alerts on machines approaching for service intervals.
- Track location and hours and get fault codes on any connected machine.
- Get 24/7 asset monitoring and expert insights
- Use the Cat Inspect app to easily download inspection forms, complete inspections and share results – with no need for paperwork.
- Do annual self-service inspections, or dealer inspections are completed at PM intervals.
- Each CVA comes with Fluid Health Management through Cat S•O•SSM, which uses state-of-the-art technology to analyze oil samples before a recommendation report.
- S•O•S can detect early issues of potential problems and maximize machine protection, productivity and performance.

Lower Owning and Operating Costs

- Save money and time with less unscheduled downtime and more time to work on jobs.
- Save up to 15 percent on maintenance costs by safely extending intervals.
- Increase component life by up to 50 percent using Genuine Cat Parts.
- Decrease fuel injector cost per hour by up to 80 percent using Cat Filters over competitors.
- Extend fuel injector life by up to 45 percent using Cat Filters over competitors.
- Get up to 2x more engine working hours by using Cat Fluids.*
- Ensure coverage for repairs caused by defects in Caterpillar material and manufacturer workmanship with an EPP.



Standard and Optional Features

Standard and optional features may vary. Consult your Cat dealer for details.

CVA Feature	Standard	Optional
EPP Powertrain+Hydraulics+Technology	X	
EPP Premier (adds brakes, steering, suspension, cab and electronics)		X
Genuine Cat Parts	X	
Parts delivered on schedule to your location	X	
Trained dealer maintenance		X
Cat Fluids		X
Fluid health management	X	
Condition Monitoring		X
Connectivity / telematics via Product Link™	X	
My.Cat.Com / Cat App access	X	
Cat Inspect	X	
Expert advice for your equipment and operation	X	
Eligible as part of your one monthly machine payment	X	

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