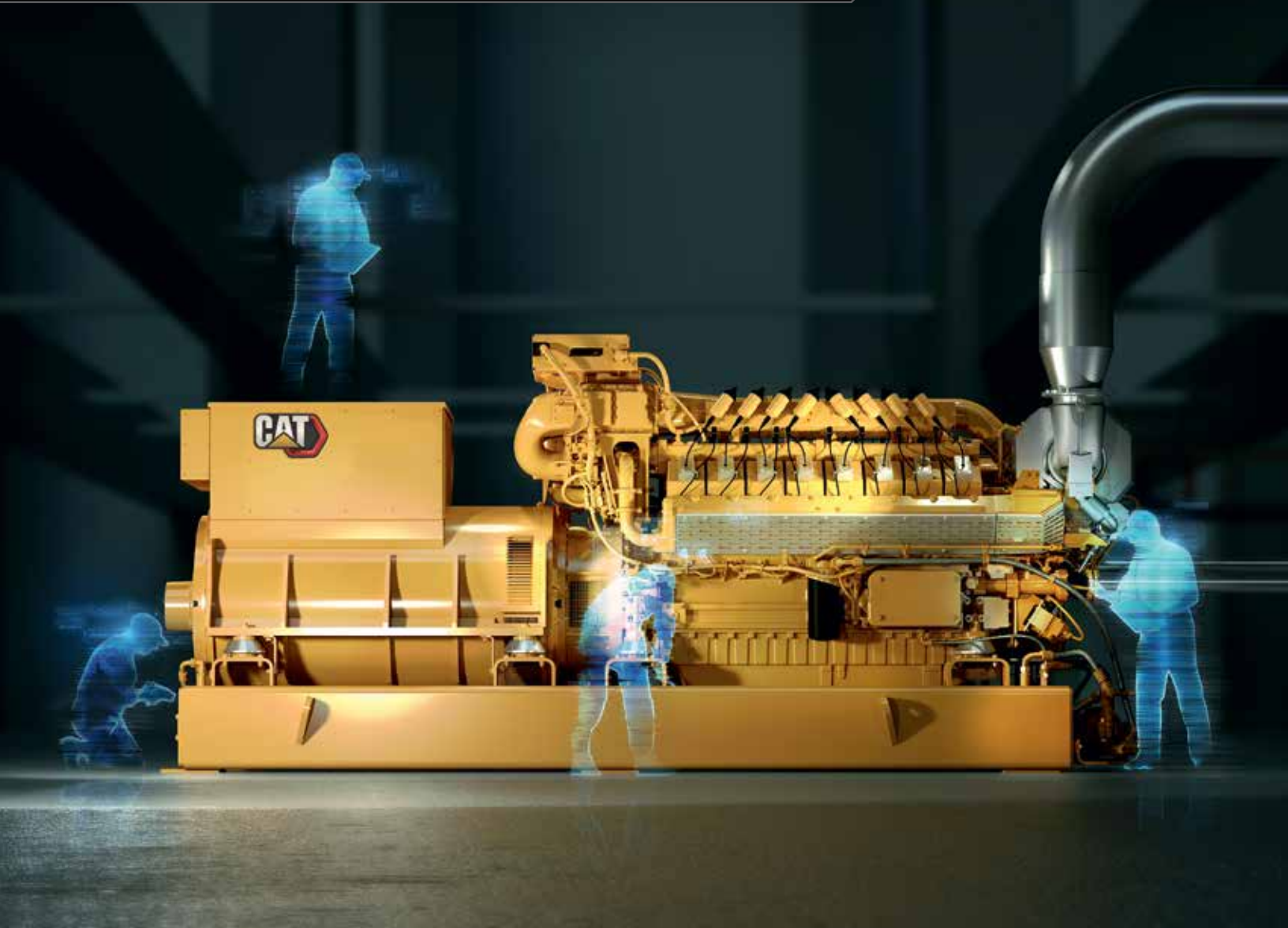


**TECHNOLOGY AND SERVICES**

# RELIABLE POWER FOR YOUR INDUSTRY

Customer Value Agreements » Cat® Connect » Extended Service Coverage





## » HIGHER PRODUCTIVITY. LOWER COST.

Every piece of Cat equipment is designed and built to provide maximum productivity and operating economy throughout its working life. Your Cat dealer can help you maintain that built-in value through a Customer Value Agreement (CVA) tailored to fit your business needs. From convenient preventive maintenance to total cost performance guarantees, no matter which option you choose, you can trust that your Cat dealer will provide you with careful planning and ongoing attention that will help you succeed.

# PROTECT YOUR INVESTMENT

## WHY REPAIR BEFORE FAILURE?

When you repair before failure, you are taking advantage of the value built into Cat parts, which are designed to last multiple lives. If you let parts progress to failure, you could be spending as much as 2.5 times more for the cost of your repair.

Caterpillar studies show that nearly 90 percent of the time, those failures could have been prevented—and that's money out of your pocket.

CVAs are centered around helping customers develop a relationship with their Cat dealers to truly optimize their operations. Partner with a team who keeps your costs down and your power up with customized options, based on specific customer scenarios. Talk to us today about a CVA by visiting [www.cat.com/CVA](http://www.cat.com/CVA) or contact your dealer.

### ESSENTIAL

- » Preventive Maintenance Parts
- » System Health Check at Major Services
- » System Health Reporting and Advice
- » Scheduled Oil and Coolant Health Check
- » Preventive Electrical Check
- » Preventive Mechanical Check

### RECOMMENDED

- » Remote Asset Monitoring with Cat Connect
- » 24/7 Customer Support
- » Customer Training
- » Preventive Maintenance Labor
- » Scheduled Repair Parts and Labor
- » Individual Technician Response Time
- » Protective Parts Stock
- » Periodic Asset Performance Reports

### OPTIONAL

- » Balance of Plant Maintenance and Repair
- » Availability and/or Performance Guarantees
- » Unscheduled Repair Parts and Labor
- » Fluids Disposal
- » Extended Service Coverage



# COMBINING EQUIPMENT, TECHNOLOGY, AND SERVICES TO HELP BUILD YOUR SUCCESS

## SMART DECISIONS **START WITH FACTS**

Cat Connect can tell you how your assets are performing, if they are ready to run, when they need service, and much more. With product expertise and dealer support, let's turn data into insights and choices into profits.

- » Remotely access information about a single unit or an entire fleet.
- » Know more about asset health and performance with the easy-to-use web interface that transforms data into insights.
- » Make more informed decisions with accurate information available at your fingertips.
- » Choose from several Cat Connect offerings to meet your needs.
- » Leverage our expertise to get higher performance and longer life at a lower total cost from your connected assets.

## GET THE DATA YOU NEED TO MEET YOUR ENERGY GOALS

Cat Connect gives you the customized data you need to identify and resolve problems quickly—often before they result in costly repairs and unscheduled downtime. Whether you aim to improve efficiency, reduce risk, cut costs, or boost your bottom line, the data is at your fingertips through any cellular or local network connection.



## YOUR DATA, OUR VALUES\*

Contact us to find out how Cat Connect can help you improve asset performance, reduce costs, and build a stronger business. To learn more, visit [cat.com/catconnect](http://cat.com/catconnect).



To view Caterpillar's "Data Principles" and "Data Governance" statements, please visit: [Cat.Com/EPSSupport](http://Cat.Com/EPSSupport). »



**1** Be transparent about data collection



**2** Protect the data we collect



**3** Respect your data rights\*



# COVERAGE WITHOUT INTERRUPTION

## EXTENDED SERVICE COVERAGE

Protect your investment with coverage for parts and labor expense on covered components.

- » Avoid unexpected repair costs caused by unscheduled repairs.
- » Budget for unexpected repairs and lock in costs up front.
- » Ensure repairs are done right the first time, with factory-trained technicians using genuine Cat parts.
- » Return your electric power systems to their original operating specifications, meeting all requirements for safe use and environmental compliance.
- » Combine ESC with a Customer Value Agreement for complete maintenance and repair protection.

## A VARIETY OF COVERAGE OPTIONS

**NEW ESC:** Coverage for electric power prime and rental generator sets is available in 24- to 60-month terms (24- to 120-month terms for standby generator sets and automatic transfer switches), if purchased before the end of your factory warranty.

**ADVANTAGE ESC:** Coverage is available in 12- to 60-month terms after the end of the factory warranty period and before the first overhaul. Coverage can be extended up to 25 years from delivery date for standby generator sets, and up to 10 years for prime.

**OVERHAUL ESC:** Coverage is available in 12- to 60-month terms after a qualifying overhaul has been completed by an authorized Cat dealer in accordance with the Overhaul ESC Checklist.

Contact us to learn more about coverage level flexibility, allowances, and long-term options at [cat.com/epsupport](http://cat.com/epsupport) > Protect your investment > Extended Protection.



FEATURES & BENEFITS	Customer Value Agreement	Cat Connect Remote Asset Monitoring	Extended Service Coverage
<b>Customized Agreements</b>	X	X	X
<b>Generator Set Preventive Maintenance</b> <ul style="list-style-type: none"> <li>» On-site preventive maintenance services performed to factory specifications</li> <li>» Trained technicians inspect and maintain your equipment</li> <li>» Reports provide additional indicators that should be addressed to prevent costly repairs</li> <li>» Contamination control</li> <li>» S•O•S<sup>SM</sup> fluid analysis for oil and fuel</li> </ul>	X		
<b>Systems Preventive Maintenance</b> <ul style="list-style-type: none"> <li>» Automatic Transfer Switches (ATS)</li> <li>» Switchgear and controls</li> <li>» Stationary batteries</li> </ul>	X		
<b>Digital Equipment Status Updates</b> <ul style="list-style-type: none"> <li>» Engine and electrical parameters reported</li> <li>» Visualization of asset's historical performance (parameters depend on application)</li> <li>» Events and diagnostics to support remote troubleshooting</li> </ul>		X	
<b>Digital Operating History</b> <ul style="list-style-type: none"> <li>» Running hours—when unit starts and stops</li> <li>» Fuel use on supported assets</li> <li>» Asset location</li> </ul>		X	
<b>Enhanced Digital Features</b> <ul style="list-style-type: none"> <li>» Text or email customized alerts in real time (events and diagnostics, maintenance, etc.)</li> <li>» Data captured at a higher frequency based on your requirements</li> <li>» Automated, customized reports</li> <li>» Customer-driven parameters that enable advanced remote troubleshooting by using centralized experts</li> </ul>		X	
<b>Extended Service Coverage Features</b> <ul style="list-style-type: none"> <li>» Coverage available globally (except where prohibited)</li> <li>» Trained technicians with experience to repair your equipment quickly and accurately</li> <li>» Flexible coverage options to fit your individual needs</li> <li>» Additional benefits may include travel and mileage, emergency freight, rental allowance, crane and rigging, overtime</li> </ul>			X



WALL HUBS WITH LOGISTICS

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# TOTAL SOLUTIONS

## CATERPILLAR COMPETITIVE ADVANTAGE

» **EFFICIENCY**

Maintain your system for peak performance.

» **UPTIME**

Keeping your power running, so you keep producing.

» **TOTAL CARE**

We manage your systems. You drive your business forward.

» **AVAILABILITY**

Stay on and stay productive with constant power flow.

» **TRUSTED PARTNERSHIP**

Unmatched expertise and steady support—year after year.

» **SAFETY**

Focus on what matters most.

» **MINIMIZE OPERATING COSTS**

Run efficient processes, know your budget, and protect your bottom line.

» **ASSURANCE**

Count on your power system. It's always ready.

» **COMPLIANCE**

Rely on quality service reporting and systems compliance testing. Trust what's verified.