



WHAT'S INCLUDED IN A CUSTOMER VALUE AGREEMENT?

		LEVEL 1	LEVEL 2	LEVEL 3
		PARTS	PREVENTIVE MAINTENANCE	MAINTENANCE & REPAIR
HASSLE-FREE OWNERSHIP	Flexible payment terms	Included	Included	Included
	Helpful advice on equipment and operations	Included	Included	Included
HASSLE-FREE MAINTENANCE	Genuine Cat® parts, delivered on time	Included	Included	Included
	Cat fluids	May be included	May be included	May be included
	Trained dealer labor	Included	Included	Included
PEACE OF MIND FROM EQUIPMENT HEALTH MANAGEMENT	Easy access to asset information	Included	Included	Included
	Condition monitoring	May be included	Included	Included
	Predictive analytics			Included
	Inspections (Cat Inspect)		Included	Included
	Fluid analysis (S•O•S SM)	May be included	Included	Included
	Remote monitoring (Cat Remote Fleet Vision)	May be included	May be included	Included
SECURITY OF EXPERT DEALER SUPPORT	Troubleshooting, diagnostics & repairs	May be included	Included	Included
	Rebuilds		Included	Included
	Asset protection			Included
	Maintenance planning	May be included	Included	Included

Included

May be included — check with your dealer.

CVA Length:

1 Year

1-3 Years

3+ Years

Find out more at cat.com/cva or from your local Cat dealer.

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