



CAT® CUSTOMER VALUE AGREEMENT (CVA) FOR MINING

CAT MAINTENANCE FOR MINING CVAs



DON'T RISK UNPLANNED DOWNTIME. GET THE RIGHT PARTS — ON TIME. THAT'S A CVA.

A Maintenance for Mining CVA from your trusted Cat® dealer is a hassle-free whole-fleet management solution. It provides flexible support for your maintenance operations, while avoiding unpredictable expenses. With this CVA, you can be confident that your team will always have genuine Cat parts and supplies, along with proactive dealer labor, advice and expertise that work to increase fleet uptime and productivity.

Choose from three levels of customizable CVA service:

1. **Convenience** — Your crew provides the labor. Your Cat dealer provides preventive maintenance (PM) kits with the right parts, right on time.
2. **Performance** — In addition to providing timely PM kits, your Cat dealer performs PM4 (2,000-hour) services and inspections on site.
3. **Confidence** — Includes fully dealer-managed PM kits and services, with inventory management, tracking, planning, logistics and execution.

With all three levels, trained Cat dealer technicians are available to troubleshoot your equipment, provide capacity and capability consulting, and minimize risks to your assets.

Dealer-executed PM and TA1 inspections and real-time machine health monitoring provide accurate, timely service alerts, reducing unplanned downtime and saving on repair costs.



MAINTENANCE FOR MINING CUSTOMER VALUE AGREEMENTS

VALUE PROMISE		CONVENIENCE	PERFORMANCE	CONFIDENCE
TERMS (auto-renewal recommended)		2 OR 3 YEARS	2 OR 3 YEARS	3 OR 5 YEARS
Hassle-Free Ownership	Flexible payment terms (single monthly payment with machine financing)	•	•	•
	Parts loyalty commitment incentive pricing (on 3-year CVA or longer)	•	•	•
	Reduced customer parts inventory and streamlined procurement for all PMs	•	•	Vendor-managed inventory
	Helpful advice on equipment and operations	•	•	•
Hassle-Free Maintenance	Genuine Cat parts for all PMs, delivered on time to your location	Dealer-assembled PM kits	Dealer-assembled PM kits	Dealer-assembled PM kits
	Engine air filters	Included	Included	Included
	Dealer labor	Optional	PM4 (2,000-hour PM)	All PMs 1 to 4
	Genuine Cat fluids	Optional	Recommended	Recommended
Security of Expert Dealer Support	Option to add component life guarantees and share risk		Component Assurance Programs (MCAP/AMCAP) with POS CVA or Aftermarket CVA, Turbos & Injectors Protection Program (CCPP) with Aftermarket CVA	
	Dealer-provided training and cap & cap consulting		PM bay configuration consulting	PM bay configuration consulting, contamination control training
	Expert troubleshooting, diagnostics and repairs		Dealer tech takes care of general repairs, backlog items during visits	
Peace of Mind from Equipment Health Management	Easy access to asset information via machine alerts and Cat App	•	•	•
	Inspections (Cat Inspect app recommended)	Customer-performed PM and TA1 inspections	Dealer-performed PM4 and annual TA1 inspections	Pre-PM inspections, dealer-performed PM and annual TA1 inspections
			ECM software upgrades by dealer tech (based on geographic region)	ECM software upgrades by dealer tech (based on geographic region)
	Fluid health (pricing incentive for using Cat S•O•S SM)	Fluid health analyses	Fluid health analyses	Fluid health analyses
	Connectivity (standard)	Connectivity (for daily hours & location) through Cat / Product Link™ / Minestar Health Equipment Insights		
	Asset health monitoring (optional upgrades)	Alerts and advice, using Condition Monitoring (CM) services to maximize repair-before-failure component lives		
			Extended change intervals on Cat filters and fluids (if included), recommended by CM Advisor	

CAT MAINTENANCE FOR MINING CVA BENEFITS

Lowest Maintenance Cost Per Hour

- On-time maintenance reduces costs per hour.
- With predictable monthly payments, exercise better control of your cash flow.
- Genuine Cat filters and fluids are designed to work together, saving you up to 40-80% on overall costs.
- Up to 80% lower fuel injector cost per hour with Cat filters.

Maximum Uptime

- Condition monitoring services, enabled by S•O•SSM fluid analysis, inspections, electronic data, repair history and site information, significantly improve uptime, while reducing parts and labor costs.
- Up to 6X longer transmission fluid drain intervals and up to 2X longer engine working life with Cat fluids.
- Up to 50% longer component life with Cat filters.

Total Convenience — Tailored Service

- On-time parts delivery. Reduced customer parts inventory.
- Component life guarantees and risk-sharing programs.
- Flexible terms and coverage let you optimize a CVA for your unique needs and maintenance operations.



CONTACT YOUR CAT DEALER FOR COMPLETE, CUSTOMIZED MAINTENANCE FOR MINING CVA DETAILS AND AVAILABILITY

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