



CAT® CUSTOMER VALUE AGREEMENT (CVA) FOR MINING

CAT HOSE & COUPLINGS CONFIDENCE CVA

A Hose & Couplings Confidence CVA is a turnkey service solution. Including an onsite solution, complete hose assembly, inspection, installation and inventory-management services — all provided by your Cat® dealer — this CVA reduces maintenance hassles and maximizes uptime. You get guaranteed four-hour turnaround** on hose repairs and replacements, so your equipment gets back to work fast*. And it all comes with pay-per-use pricing and no upfront costs*. With a range of options to choose from, this tailored plan allows you to take care of business while your dealer creates a full-fleet hose and couplings solution.

Customize Your CVA

Ask your Cat dealer about customizing any of the three available Hose & Couplings CVAs to meet the unique demands of your business and operations.

A FULL-SERVICE PLAN WITH OPTIONS TO SUIT THE DEMANDS OF YOUR OPERATION. **THAT'S A CVA.**



*Support programs and payment model are offer based in the agreement length, fleet size, and hose consumption.

** Guaranteed delivery with turnaround specified in hours is recommended. Dealer may elect to sign an agreement that includes less or more hours, depending on distance to customer.

***Local regulations and dealer warranty practices for warranty may vary.



CUSTOMER VALUE AGREEMENTS — HOSE & COUPLINGS CONFIDENCE CVA

OVERVIEW

Your Cat Hose & Couplings (H&C) Confidence CVA is a complete maintenance management solution for mining equipment. With an onsite container and full dealer support — across repairs, replacements, inspections and inventory management — it's a flexible plan to get hose solutions within hours and only pay for what you use.

COVERAGE

The Confidence CVA for Hose & Couplings includes:

- **Tooling Flexibility** — Your dealer will bring the tooling options for your hose assembly needs. From workshops (hose bay) to a full turnkey solution (container) — your dealer will deliver the right tools such as crimpers, dies, cutting machines and test benches.
- **Dealer Assembly Labor** — Your Cat dealer handles all hose assembly, freeing up your people and resources for other essential activities.
- **Complete Inventory Management** — Your dealer manages on-hand hose parts and supplies, saving you time and effort.
- **Certified Hose/Assembly Warranty***** — Your dealer may offer up to 1-year warranties on hose assembly errors.*
- **Guaranteed Delivery with a 4-Hour Turnaround**** — You get Cat quality hose assemblies in a matter of hours, ensuring maximum uptime for your vital equipment.
- **Onsite Dealer Inspections** — Regular in-person Cat dealer inspections provide another level of assurance, helping to avoid H&C failures that lead to unplanned downtime.
- **Hydraulics Advisor Report** — Inspection reports from the Cat Inspect app and hydraulic oil contamination monitoring keep you apprised of hydraulics issues within your fleet.
- **Fitting Services** — Your Cat dealer offers installation of hose assemblies on your machine.

BENEFITS

Zero Upfront Cost

- Pay for the stock only when you use it, or select a single monthly payment based on asset utilization (Cost Per Hour – CPH).
- 3- or 5-year agreements cover your H&C needs for the long haul.
- Ask your dealer about the Cat tooling and inventory programs that are available*.

Maximum Uptime

- Get the right hose right when you need it, every time.
- Fast turnaround for both planned and emergency replacements.
- Full hydraulics system service extends your coverage beyond hoses and couplings to include other key hydraulic components.

Total Convenience — Tailored Service with the Highest Confidence

- Your H&C solution, combined with the comprehensive support of your Cat dealer, provides a hassle-free, whole-fleet maintenance and inventory management solution for your equipment's hydraulics.
- The Cat Inspect app helps you and your Cat dealer identify potential hose issues early, prevent failures and identify needed repairs or replacements.
- Premium services to install hose assemblies in your equipment and to monitor hydraulic oil contamination take this service offering to the next level with confidence.

**CONTACT YOUR CAT DEALER FOR DETAILS ON
ALL THREE LEVELS OF HOSE & COUPLING CVAS.**

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