



CAT® CUSTOMER VALUE AGREEMENT (CVA)

CAT CVA FOR HOSE & COUPLINGS



ADDING THE VALUE YOUR OPERATION NEEDS MOST. THAT'S A CVA.

A Cat® Hose & Couplings (H&C) Customer Value Agreement (CVA) for mining equipment is a hassle-free, whole-fleet maintenance management solution for your equipment's hydraulic systems. No matter which level of service you choose, your H&C CVA will deliver maximum convenience and uptime at the right cost, with options matched to the needs of your business and your maintenance operations.

Choose from three levels of customizable CVA service:

1. **Convenience** — Your Cat dealer provides parts, supplies and flexible tooling options. Your crew provides assembly and installation labor.
2. **Performance** — Your Cat dealer assembles your hoses and couplings as needed and provides machine H&C inspections.
3. **Confidence** — Includes complete assembly, inspection, installation and inventory management services. Your Cat dealer takes care of your H&C needs while you take care of your business.

Complete inventory management is included with all levels. Your Cat dealer will make sure that you always have the parts and supplies you need on hand.

Hydraulics Advisor reports are also included, providing you with vital information about the status of your hydraulic systems.





HOSE & COUPLINGS CUSTOMER VALUE AGREEMENTS

VALUE PROMISE		CONVENIENCE	PERFORMANCE	CONFIDENCE
TERMS (auto-renewal recommended)		1 YEAR	1 OR 3 YEARS	3 OR 5 YEARS
Hassle-Free Ownership	Pay per use	✓	✓	✓
	Cost per hour (CPH)*	N/A	Optional	Optional
	Flexible tooling program*	✓	✓	✓
	Competitive inventory buy back*	✓	✓	✓
Hassle-Free Maintenance	Dealer labor for hose assembly	N/A	✓	✓
	Service instructions & training	✓	Optional	Optional
	Inventory management by dealer (VMI)	✓	✓	✓
Security of Expert Dealer Support	Expert support	Remote	Remote & on site	Remote & on site
	Guaranteed delivery ** (non-planned hose assembly replacements)	24-hr. turnaround	12 hr. turnaround	4 hrs. turnaround
	Full fleet solution	Optional	Optional	✓
	Fitting service (hose replacement in the machine)	N/A	Optional	✓
Peace of Mind from Equipment Health Management	Easy access to asset information	Catalog	Catalog + HIS	Catalog + HIS
	Inspections	Cat Inspect by customer	Onsite visit by dealer	Onsite visit by dealer
	Hydraulics Advisor (alert and advise reports)	H&C only	H&C only	Hydraulics system
	Certified hose assembly (1-year warranty on dealer-assembled hoses***)	N/A	✓	✓

*Support programs and payment model are offered based on 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 fewer or more hours, depending on distance to customer.

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

CAT HOSE & COUPLINGS CVA BENEFITS

Zero Upfront Cost

- Have your dealer supply essential tooling only or get a fully equipped container with a complete test bench installed on site — all with no upfront cost*.
- Order up to two months of initial stock at no cost with competitive inventory buy-back programs*.
- Pay for the stock only when you use it, or select monthly payment based on asset utilization (Cost Per Hour – CPH).
- Ask your Cat dealer about the Cat tooling and inventory programs available that are available*.

Maximum Uptime

- Get the right hose on time, every time.
- Proactive inspections and reports help to predict and prevent hose and hydraulic system issues.
- Guaranteed delivery with turnaround in as little as four hours for both planned and emergency replacements*.

Total Convenience — Tailored Service

- All CVAs can be customized to meet the needs of your operation.
- Have your crew provide assembly labor or elect to have your Cat dealer technicians on site to build your hose assemblies.
- Your onsite 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.



**CONTACT YOUR CAT DEALER FOR COMPLETE, CUSTOMIZED
HOSE & COUPLING CVA DETAILS AND AVAILABILITY**

*Support programs and payment models are offered based on the agreement length, fleet size and hose consumption.

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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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