

# CAT<sup>®</sup> CONCIERGE SERVICE



**Premier support with global  
coverage for Cat powered yachts**



**ANYTIME.  
ANYWHERE.  
WE ARE THERE.**

### **CAT CONCIERGE MISSION STATEMENT**

To provide customers with a global, premium support experience that leverages Caterpillar's world-class dealer network and OEM knowledge to keep customers on the water.

### **ONE CALL AWAY**

With 24/7 global coverage in all time zones, Cat Concierge is one call away as you travel the world.

### **NEED SERVICE OR REPAIR?**

We've got your back. Give us a call and we will set up service with your local dealer anywhere in the world.

### **SERVICE FOLLOW-UP**

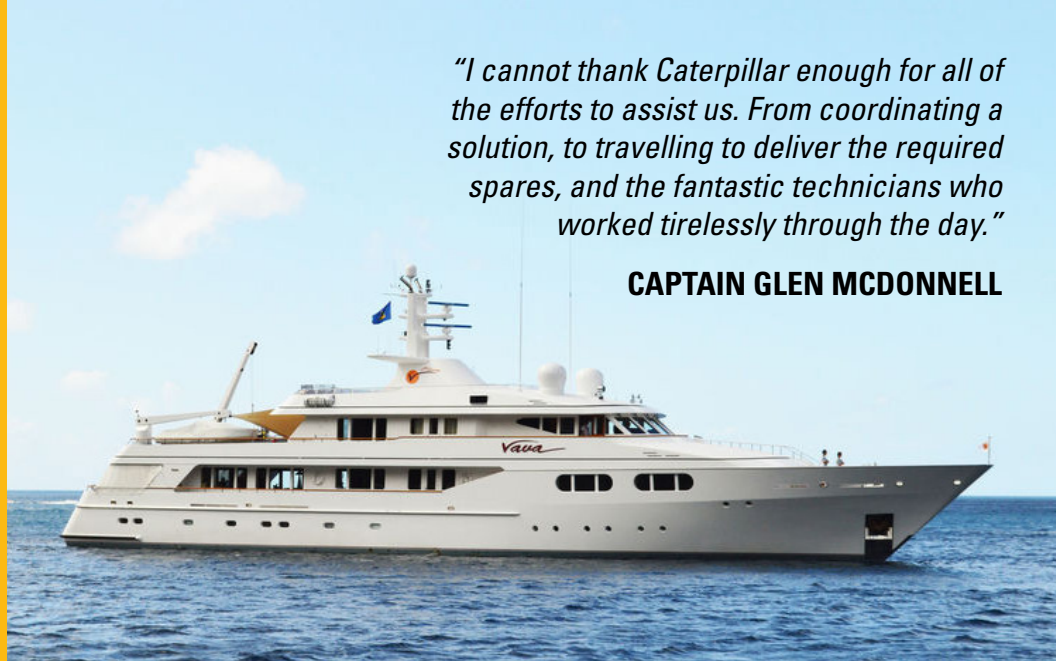
Following a service event, your Concierge contact will call to confirm your satisfaction. Your feedback is critical to our world-class support.

### **CAT CONCIERGE ENROLLMENT**

Concierge enrollment occurs at time of vessel ordering through participating yacht builders, or you can inquire through your local Cat dealer.

*"I cannot thank Caterpillar enough for all of the efforts to assist us. From coordinating a solution, to travelling to deliver the required spares, and the fantastic technicians who worked tirelessly through the day."*

**CAPTAIN GLEN MCDONNELL**



## **Included in Concierge**

- 24/7 remote global support
- Owners receive a free first owner sea trial and orientation
- Convenient scheduling within the global Caterpillar authorized service network
- Direct assistance with warranty issues
- Follow-up calls after service work is completed
- Concierge Club membership card

## **Concierge Club Membership Card**



Customers will receive the Concierge card with their Cat engine serial numbers and the regional contact numbers for Cat Concierge.

### **MARINE.CAT.COM**

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