

CAT[®] 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.

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