

ONE PARTNER FOR COMPLETE ELECTRIC POWER SYSTEMS MANAGEMENT SOLUTIONS

Total support from the Cat® team





POWER SYSTEMS MANAGEMENT SOLUTIONS

CUSTOMER SUPPORT AGREEMENTS

- Manage your risk and control your costs by forming a partnership with your Cat dealer

EXTENDED SERVICE COVERAGE

- Provides 100 percent of usual and customary parts and labor costs for failures due to defects in materials and workmanship on covered components

S•O•SSM SERVICES

- Monitor trends in the health of your equipment to ensure peak performance and minimize owning and operating costs

REMOTE MONITORING SOLUTIONS

- Connect you to your electric power system anywhere in the world, 24/7/365, to help increase efficiencies and reduce costs, improve on-site system performance, increase reliability and manage risk

REPAIR OPTIONS

- Provide a variety of repair options that fit your specific business needs and operation

TOTAL SUPPORT. COMPLETE SOLUTIONS.

Running your operation as efficiently as possible gives your business a competitive advantage. By partnering with the Cat® team, you gain the tools and expertise for complete management solutions to keep your electric power systems running at peak efficiency. As a Cat customer, you are part of one of the most powerful support networks in the world. Cat dealers set the standard for parts and service support, from extensive parts inventories to preventive maintenance, diagnostics and emergency service – all backed by highly skilled technicians who know your needs and are prepared to meet them.

Your Cat dealer has a variety of tools to help you manage your owning and operating costs, including Customer Support Agreements, S•O•SSM Services, Remote Monitoring Solutions and Extended Service Coverage. All of these offerings are customized specifically for you to provide the exact support you need to make the most of your investment.

Total support. One great team. You can rely on your Cat dealer to deliver the complete management solutions you need to operate your electric power system at optimum performance levels. And that gives you the advantage of reliable and efficient power.

CUSTOMER SUPPORT AGREEMENTS

- Flexible to fit the needs of your power system and the technical capabilities of your team
- Increase reliability with comprehensive Caterpillar inspections designed by the engineers who designed your power system
- Improve asset and cash flow management
- Schedule downtime to fit your workload
- Reduce or lessen the need for in-house service facilities, costly diagnostic tools, parts inventory and cost of employee training
- Guarantee use of genuine Cat parts and highly skilled technicians for peak performance

ONE TEAM OFFERS AN ARRAY OF SOLUTIONS.

A **Customer Support Agreement (CSA)** – custom designed specifically for you – is one of the most convenient and affordable ways your Cat dealer can partner with you to manage your risk and control your costs. While CSAs go by many names and cover many aspects of maintenance, repair and electric power equipment, they have one primary goal: to free up valuable time for you to focus on what you do best – managing and growing your core business.

FLEXIBILITY TO SUIT YOUR NEEDS.

One of the most important advantages of a CSA is flexibility. There are no pre-determined requirements or specific products or services that you must agree to buy. Instead, every CSA is an individualized plan that fits your needs and your budget. Costs can be based on a flat-rate monthly fee, the type of service or repairs performed, or actual engine operating hours.

The services you include in your CSA will depend on your products, application, installation and the technical capabilities of your team – factors that will be carefully analyzed with you before an agreement is proposed.

THE RIGHT MAINTENANCE, RIGHT ON SCHEDULE.

A **Preventive Maintenance (PM)** agreement covers specified maintenance at a fixed cost. You maintain reliability and efficiency because the maintenance is performed by highly skilled technicians at a guaranteed cost, giving you the ability to budget more accurately. You avoid downtime because maintenance is performed on a defined schedule, where and when it's most convenient for you.

YOUR CAT DEALER DOES IT ALL SO YOU PAY LESS.

A **Total Maintenance and Repair (TM&R)** agreement covers all of the maintenance and repair costs during a specified time period. Instead of paying for maintenance or repairs as they are needed, you pay one flat rate to cover a broad range of parts and services.

Your Cat dealer will analyze your current costs and compare them with the cost of the specific services provided in the agreement. This will ensure that you get the maximum benefit at the minimum cost. With a TM&R agreement, you don't have to worry about maintenance intervals, while you benefit from reduced downtime for emergency repairs.

	PM	TM&R
Detailed inspections by highly skilled technicians	●	●
Scheduled maintenance	●	●
Labor and travel costs	●	●
Use of genuine Cat parts, fluids and filters	●	●
S•O•S Services and interpretation	●	●
Component repairs		●
Overhauls		●
All unscheduled repairs, including wear out, with no exclusions, limitations or deductibles		●

Check with your local Cat dealer for available options with each agreement.

EXTENDED SERVICE COVERAGE

- Diffuse repair bills after warranty
- Protect against rising parts and labor costs
- Variety of coverage terms and options to fit the needs of your operation
- Guarantee use of genuine Cat parts and highly skilled technicians

POWER WHEN YOU NEED IT. COVERAGE THAT’S RIGHT FOR YOU.

Whether your application is prime power, standby or load management, you can protect your electric power system with **Extended Service Coverage** from Cat Insurance. Available anywhere in the world, your Extended Service Coverage provides 100 percent of usual and customary parts and labor costs for failures due to defects in materials and workmanship on covered components. Extended Service Coverage extends beyond your generator set. Your entire integrated electric power system – including ATS, switchgear and UPS – is eligible with Extended Service Coverage.

Your Cat dealer offers a variety of coverage terms – up to 10 years. There are several options available so you commit to the level of coverage that meets your specific needs. **Silver** coverage includes a wide range of covered components, and you can have confidence

that repairs will be done by highly skilled technicians who use genuine Cat parts. **Gold** coverage includes all the same items as Silver, as well as turbochargers, fuel nozzles and injectors, and water pumps. And for complete confidence, your Cat dealer offers **Platinum** coverage. This includes all original factory products with Cat part numbers, excluding consumables such as filters, hoses and belts.

Your Cat dealer also offers Advantage Extended Service Coverage. With Advantage you don’t have to be the original owner and your power system doesn’t have to be brand new to obtain coverage from Cat Insurance. Whether you’re the first owner or the latest, Advantage Extended Service Coverage includes a wide range of covered components that will provide protection for your investment.

EXTENDED SERVICE COVERAGE (NEW EQUIPMENT)

	Silver	Gold	Platinum
100% of usual and customary parts and labor costs for failures due to defects in materials and workmanship on covered components	●	●	●
Turbochargers, fuel nozzles and injectors, and water pumps		●	●
All original factory equipment with Cat part numbers (excluding consumables)			●

EXTENDED SERVICE COVERAGE: ADVANTAGE (USED EQUIPMENT)

	Silver	Gold
100% of usual and customary parts and labor costs for engine failures due to defects in materials and workmanship on covered components	●	●
Turbochargers, fuel nozzles and injectors, and water pumps		●

S•O•SSM SERVICES

- Monitor trends in the health of your power system to ensure peak performance
- Increase reliability and minimize owning and operating costs
- Optimize oil change intervals
- Identify excessive wear or contaminated fluids before failures occur
- Detect potential problems early in order to schedule downtime to fit your workload
- Leverage Caterpillar's proven expertise, state-of-the-art analysis and reporting tools

MANAGE YOUR BUDGET, WHILE INCREASING RELIABILITY AND IMPROVING LIFE CYCLE COSTS.

Working closely with your Cat dealer, you will gain valuable resources for better management of your electric power system through the Cat S•O•S Program. The combination of oil sampling, state-of-the-art analysis and easy-to-understand reporting results in a powerful tool for monitoring the health of your electric power system and controlling your maintenance costs.

The Cat S•O•S oil analysis tests have been developed by Caterpillar engineers and chemists to evaluate the condition of your engine, rather than the condition of the oil alone. Using the best technology

in the industry, Cat S•O•S Services test results help you and your Cat dealer understand your electric power system better in order to make more accurate maintenance decisions and help you control contamination to detect potential problems early.

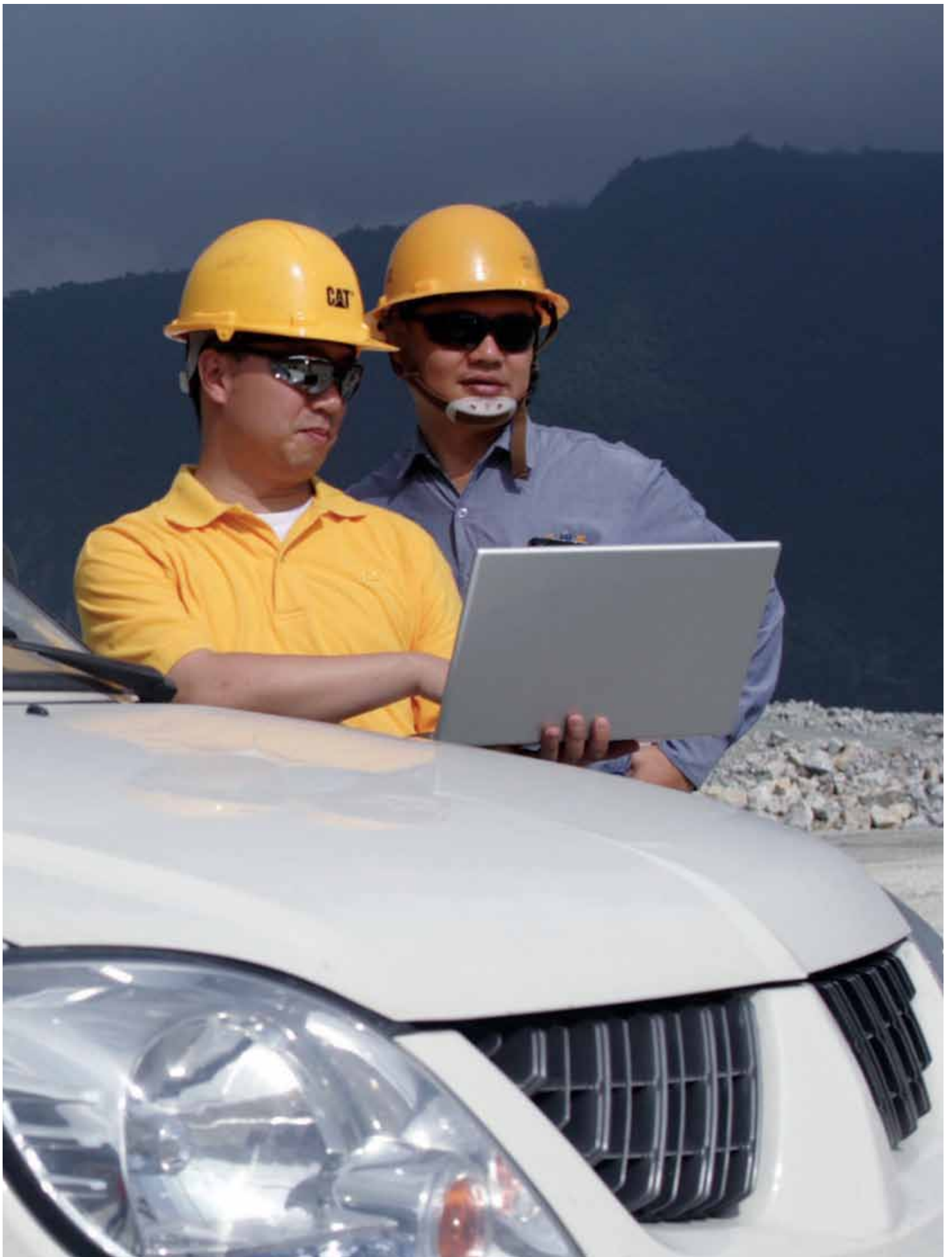
Monitoring the health of your electric power system with S•O•S Services is an effective way for you to increase reliability, and minimize owning and operating costs.

PROTECT THE VALUE

Cat generator sets are built to deliver the highest possible performance throughout their production life. Maintenance is essential to achieve that performance, and Cat S•O•S Services are a great first step. However, there's much more your Cat dealer

can do to maximize the return on your investment. Talk to your Cat dealer about how complete preventive maintenance programs and Customer Support Agreements coupled with Cat S•O•S Service, can benefit your organization.





REMOTE MONITORING SOLUTIONS

- Access a single view of multiple sites from anywhere in the world 24/7/365
- Collect data and reports on engine performance trends
- Guarantee a level of engine uptime
- Improve on-site performance and lower maintenance costs
- Increase reliability and manage risk

CONNECTED TO YOUR ELECTRIC POWER SYSTEM, FROM NEXT DOOR OR AROUND THE WORLD.

Your Cat dealer can provide remote monitoring solutions that range from single-engine sites to multiple-engine, multiple-site applications. Remote monitoring helps you increase efficiencies and reduce costs, improve on-site system performance, increase reliability and manage risk. Remote monitoring connects you to your electric power system anywhere in the world, 24/7/365, through on-site hardware, communications technologies and web-based software, offering you control of your power generation

wherever you are. Your Cat dealer offers options for remote monitoring and control, site data acquisition and management, alarm notification, system test/run, reporting and other services to keep you abreast of your power situation at all times.

Rely on your Cat dealer for the most effective remote monitoring options in the industry.

LOWER MAINTENANCE COSTS

Remote monitoring offers operations and maintenance tools that reduce your maintenance costs while making them more predictable. When your electric power system needs attention, remote monitoring can give you quick notification. It can remotely

start and test the equipment, as well as help you set up a smart preventive maintenance schedule and equip service technicians with information that pinpoints needed repairs quickly.

REPAIR OPTIONS

- Your Cat dealer is dedicated to generator set service and repair options
- Cat dealers only use genuine Cat parts for greater reliability
- Reman parts provide like-new quality at a lower cost
- Reduce emissions and meet regulation requirements with engine upgrades
- Cat Certified Engine Rebuilds are reliable and cost-effective

MINIMIZE COST AND DOWNTIME WITH CUSTOMIZED REPAIR OPTIONS

Your Cat dealer is committed to providing repair options that fit your specific business needs and operation. They can help you determine the best repair option to minimize downtime and your owning and operating costs. The scope of repair options available from your Cat dealer includes:

GENUINE CAT PARTS

Designed and manufactured to perform as a system, and be rebuilt for a second life, with processes that are continually improved to ensure state-of-the-art quality. Cat parts are built to exact tolerances and undergo rigid testing to ensure reliable performance, long life, and lower owning and operating costs.

REMANUFACTURED PARTS

Provides same-as-new performance and reliability at fraction-of-new cost, with the same warranty as new parts. The results are maximum productivity and lower life cycle cost. Remanufacturing also is environmentally friendly as it limits waste to an absolute minimum.

ENGINE UPGRADES

Your Cat dealer offers specific solutions for upgrading your engine to match tighter requirements or emission regulations. These solutions allow you to continue to run your operation more efficiently or with lower emission levels, contributing to the protection of the environment.

CAT CERTIFIED ENGINE REBUILD

Your engine can be rebuilt for a second life – at a fraction of the cost of a replacement, protecting your investment. Rebuild specifications meet all Caterpillar standards, providing the quality that you expect. Highly skilled technicians perform these rebuilds using genuine Cat parts. The latest required updates and optional performance enhancement upgrades could result in improved fuel consumption, reduced emissions and reduced owning and operating costs.

*Some options may not be available in all territories





Your Cat dealer provides complete equipment management solutions for your electric power system.

We Are Where You Are

Our global dealer network makes you feel at home. You can count on personal support from experts who will serve you with dedication, experience and know-how for your electric power system.

The Cat dealer network is the strongest in the world. With nearly 200 locally owned businesses, 1,600 dealer branch stores and almost 140,000 employees, our worldwide dealer organization has the local expertise, specialists and extensive parts inventory you'll need – no matter where you or your business is providing power.

To find your nearest dealer go to: **www.catelectricpowerinfo.com**



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