

Global REParts™ and Service Offerings





Our Mission



Caterpillar Motoren provides its customers for medium-speed engines (MSE) of the Cat® and MaK™ brands. Our MaK Repair and Exchange Parts (**REParts™**) are produced to the same quality standards as our original OEM parts.

2

Introduction



Many of our genuine MaK parts are rebuilt for a second life, adding value to your investment and reducing overall owning and operating costs. Through our new Repair and Exchange Parts (**REParts™**) program, we are able to offer our customers extensive repair and exchange options, which provide same-as-new performance and reliability at a fraction of new price. The results are maximum engine productivity and lower life cycle costs; while reducing the impact on the environment. MaK **REParts™** provide you with an option to lower owning and operating costs by reusing many of the original components. With the return of your used genuine components, you can save up to 65% of the repair or replacement costs. We inspect the used components, providing an immediate decision on core conditions and aligned credit, in order to better estimate the total repair costs.

How does the **REParts™** process work?



The Original Equipment Manufacturer (OEM) core acceptance process is simple (see each individual component Core Acceptance Criteria [CAC] for more details). The used component should be in fair and usable condition, no visible cracks, damage or welded repairs. It should be fully assembled and complete, with no excessive rust or corrosion on interior or machined or salvaged surfaces. As a customer, you get to decide whether to repair or exchange your used components. **REParts™** are produced to the same quality standards as our original OEM parts. By utilizing our state-of-the-art salvage and cleaning techniques, quality control, and stringent testing, parts are returned to their original specifications. **REParts™** are ready to use, easy to exchange and install.

Global **REParts™** and Service Offerings



Our Special Tools



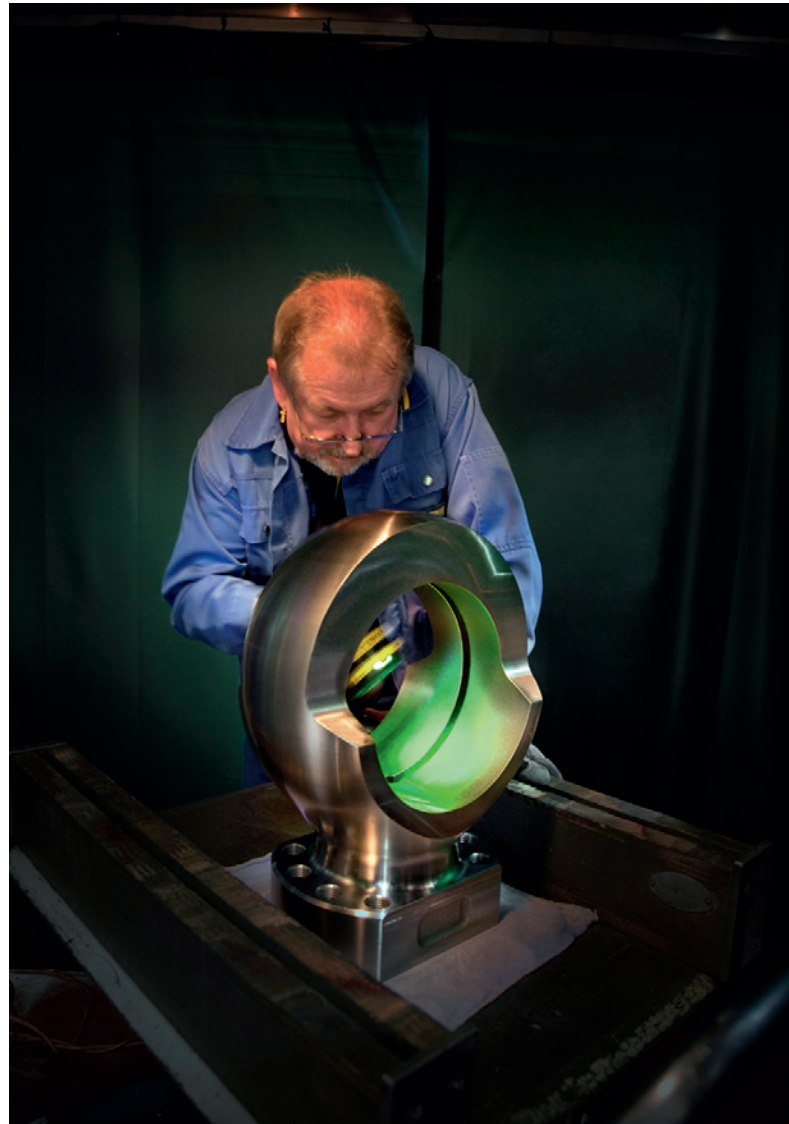
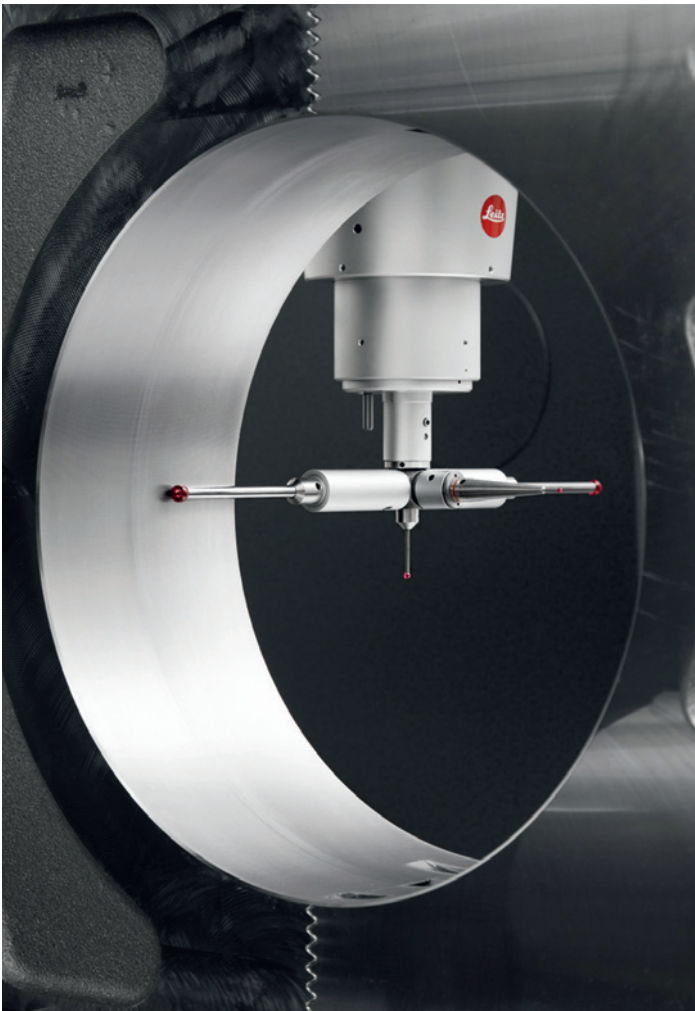
Specific repair jobs are often accompanied by special tools, containing in the majority of the cases, hydraulic or electrical devices, subject to regular calibration. The infrequent usage of such expensive tools compared to their high inventory costs, may not be a viable option for you. Therefore, we support your business with OEM special tools, trained and experienced mechanics which may be ordered together with a deposit and daily rental fee for the occasions where they are required.

REParts™ documentation



For further information please visit our webpage under:

<https://engines.cat.com/en/marine/parts-and-service/reparts.html>



REParts™ pricing



Please contact with your local Dealer:

https://www.cat.com/en_GB/support/dealer-locator.html

Global Field Service



Caterpillar Motoren together with our distribution partners, provide a wide range of field services throughout the product life-cycle utilizing experienced and highly skilled service engineers, electrical technicians, commissioning and warranty engineers. Our qualified engineers provide support with repairs, commissioning, troubleshooting and scheduled or unscheduled maintenance on both mechanical and electrical components.

Global Contract Services



Caterpillar Motoren can help you get a high, predictable return on investment by managing your assets to allow you to focus on your core business. We can manage your assets through a variety of different types of long term service agreements (LTSA). The more you rely on us, the better you can forecast:

- Plant's output and availability
- Operating costs
- Cash flow
- Profits

During a project's planning stages, an operation and maintenance plan that documents financial performance can assist you in obtaining investment capital. Over the plant's life, expert support will help you meet your profit objectives, year after year. Caterpillar Motoren together with a chosen distribution partner will provide a seamless transition from construction through start-up and into commercial power production.



Caterpillar Motoren offers four basic LTSA packages



1 Operation and Maintenance Agreement (O&M)

Caterpillar Motoren together with a distribution partner take complete responsibility for managing your asset. Our staff handles all aspects of operation, maintenance and administration. We work closely together with you to establish and meet specific goals for performance and return on investment.

2 Maintenance and Repair Agreement (MRA)

Caterpillar Motoren together with a distribution partner technician's perform scheduled and unscheduled maintenance and regular analysis of critical engine fluids. You also receive technical support and staff training, plus all replacement parts.

3 Customer Support Agreement (CSA)

Caterpillar Motoren together with a distribution partner provides technical support, staff training and assistance with maintenance and troubleshooting, in addition to the parts required for scheduled maintenance.

4 Technical Service Agreement (TSA)

Caterpillar Motoren together with a distribution partner provides an experienced engineer to train your staff to improve maintenance techniques and troubleshoot plant equipment.

Operations plans are designed specifically to maximize your returns. Replacement parts account for around 40% of your plant's operation and maintenance costs. We will help manage parts inventory to keep your costs down, while making sure that parts are always on hand when you need them. Original and Genuine parts are readily available around the world for fast shipment, usually in less than 48 hours.

Engage Caterpillar Motoren together with a distribution partner to run your plant, and we'll make one simple promise: to treat the plant as if we owned it. Whatever your operating and financial objectives, it's our job to help you meet them. We have been in the power generation business for over 50 years and we are in it to stay. Our approach to business is straightforward, practical and focused on delivering the results you need. Our commitment is your success. When special situations arise, we will work with you to deal with them, drawing any resources you may require from our global organization. We're here to make sure your plant keeps producing reliable, profitable power from start-up through the life of the project.



Technical and commercial service support



For new Dealers who have not yet been fully trained in parts operations we offer the following support:

- Complete technical elaboration according to specific engine models including overhauls, commercial offer and order preparation for current and legacy engines, excluding direct customer contact.
- Packing and shipping of complete orders directly to end customers.
- Complete technical elaboration and commercial service offer and order preparation for current and legacy engines including manpower and tools.
- Define technical scope for retrofits and upgrades together with dealer (PAR process).
- Support commercial LC handling with end customers.
- On site commercial and/or technical training on the job for dealer (min. 4 days).
- Internal host system training and backup for related questions.
- Assistance in establishing EFT (Electronic File Transfer) functions.



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Faster. Less Expensive. Damage-Free parts.

All of our genuine MaK parts are easily available via the dealer network

Services for the lifetime of your engine – when you choose Caterpillar, you get that and much more. Our global network of local and certified dealers is available to support you with solutions and genuine expertise. The network offers you consistent availability of genuine parts and services worldwide while contributing to meeting your environmental and operational goals.

To find your local dealer, please visit our Dealer Locator:

https://www.cat.com/en_US/by-industry/marine/mak-dealer-locator.html



Global dealer network

Caterpillar Motoren GmbH & Co.KG
Falckensteiner Str. 2
24159 Kiel/Germany

Phone: +49 431 3995 01
Telefax: +49 431 3995 2193

For more information please visit our website:
cat.com/marine

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Contact your local dealer:
https://www.cat.com/en_US/by-industry/marine/mak-dealer-locator.html

Visit us on Shipperserv at:
<https://www.shipserv.com/brand/mak>

Check out our MaK LinkedIn page to stay up to date:
<https://www.linkedin.com/showcase/caterpillar-mak/>

