

CAT® CVA FOR HYDRAULIC CYLINDERS & RODS

CAT® CUSTOMER VALUE AGREEMENTS FOR MINING

Equipment ownership plans tailored by your Cat dealer for the needs of your operation.



SOLUTIONS FOR YOUR ENTIRE FLEET. THAT'S A CVA.

A Cat® Hydraulic Cylinders and Rods Customer Value Agreement (CVA) for mining equipment is a hassle-free replacement and rebuild solution for your entire mining fleet. With three levels of service to choose from, your CVA will make sure you have the cylinders and rods you need on hand, with options matched to your operation and productivity goals.

Choose from three levels of customizable CVA service:

1. **Convenience** — With minimum one-year coverage, your Cat dealer provides fixed pay-per-consumption pricing that includes cylinders and rods condition monitoring, repair options to keep your components running smoothly, quick turnaround times, removal and installation instructions, and optional operation and maintenance training.
2. **Performance** — With a minimum of three years of coverage, your Cat dealer can help remove and install your cylinders and rods, rebuild and exchange components according to wear intervals and unexpected breakage, and provide exchange components for immediate swap outs to reduce downtime. You can also reset component life to zero hours, and your Cat dealer will inspect and monitor the condition of your components and recommend services before failure.
3. **Confidence** — With this comprehensive full-dealer-service offer at a minimum of three years, your Cat dealer will ensure your cylinders and rods are kept at excellent performance to reduce downtime and keep your operations running. This includes any options in the CVA Convenience and Performance offerings, plus dealer removal and installation, dealer rebuild, exchange with Cat Reman or new parts, and immediate availability of replacement cylinders and rods.

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

Zero unplanned maintenance costs help you budget hydraulic cylinders and rods rebuilds and replacements.



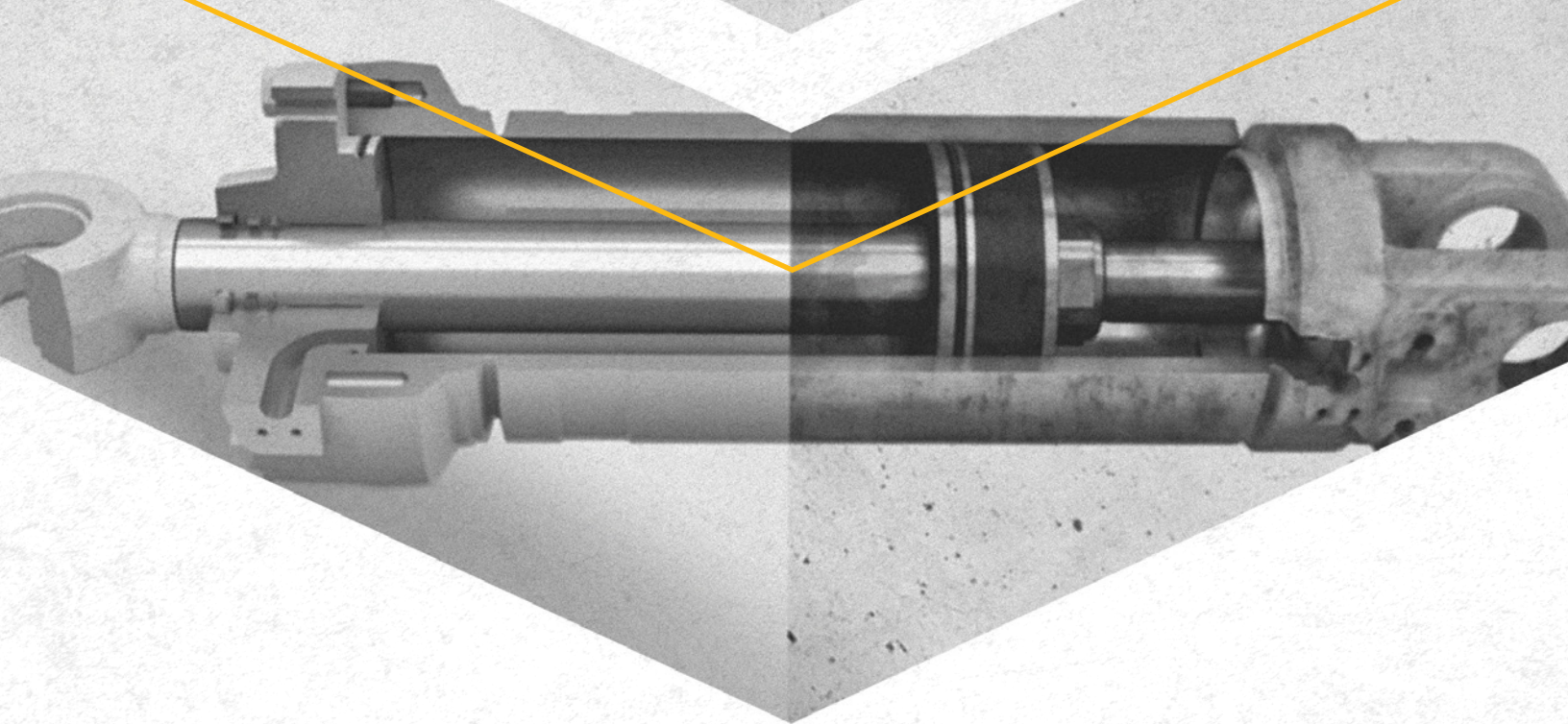
HYDRAULIC CYLINDERS & RODS

CUSTOMER VALUE AGREEMENT

| VALUE PROMISE | | CONVENIENCE | PERFORMANCE | CONFIDENCE |
|--|---|--|--|---|
| TERMS | | MINIMUM 1 YEAR | MINIMUM 3 YEARS | MINIMUM 3 YEARS |
| Hassle-Free Ownership | Cost Assurance (Fixed Price) | ✓ | ✓ | ✓ |
| | Cost Per Hour or Cost Per Ton Strategies (Before Failure Rates) | ✓ | ✓ | ✓ |
| | Finance Options ¹ | N/A | Optional | Optional |
| Hassle-Free Maintenance | Removal & Installation | Customer Removal & Installation | Optional Dealer Removal & Installation | Dealer Removal & Installation |
| | Repair Options | Life Extension: <ul style="list-style-type: none"> • Use of genuine Cat seals • Light hone • Reassemble • Pressure tested | Dealer Rebuild/Exchange: <ul style="list-style-type: none"> • Reset component to zero hours • Core exchange • Immediate availability • Includes services within the Convenience CVA level | Dealer Rebuild or Exchange with Cat® Reman/Cat New: <ul style="list-style-type: none"> • Core exchange • Full service from Convenience to Confidence |
| | Committed Turnaround Times (Dealer & Customer Consensus) | ✓ | ✓ | ✓ |
| Security of Expert Dealer Support | Inventory Management | Proactive Integrated Supply Management (PRISM/PLESN) with Cat/Dealer/Customer Demand Planning | Proactive Integrated Supply Management (PRISM/PLESN) with Cat/Dealer/Customer Demand Planning Dealer Component Exchange Program | Proactive Integrated Supply Management (PRISM/PLESN) with Cat/Dealer/Customer Demand Planning Dealer Component Exchange Program |
| | Asset Optimization | Condition Monitoring & Alerts Delivered to the Dealer | Condition Monitoring & Alerts Delivered to the Dealer | Condition Monitoring & Alerts Delivered to the Dealer |
| | Improved Part Availability | Stocking Programs ² | Stocking & Exchange Programs ² | Stocking & Exchange Programs ² |
| Peace of Mind from Equipment Health Management | Easy Access to Asset Information | Machine Alerts Cat Inspect App | Teardown/Test & Performance Reports Machine Alerts Cat Inspect App | Teardown/Test & Performance Reports Machine Alerts Cat Inspect App |
| | Inspections & Advice | Inspections and SOS Services by Customer (Dealer Advise Monthly) | Dealer Condition Monitoring through Cat Inspect/Cat Foresight & SOS Services (Dealer Advise Monthly) | Dealer Condition Monitoring through Cat Inspect/Cat Foresight & SOS Services (Dealer Advise Monthly) |
| | Operator & Maintenance Assessment | Optional | ✓ | ✓ |

Where Applicable¹

Dealer Cap & Cap Dependent²



CAT HYDRAULIC CYLINDERS & RODS CVA BENEFITS

SIMPLIFIED OWNERSHIP

- Pay for hydraulic cylinders and rods when you use them.
- Select monthly payment per asset utilization based on cost per hour or cost per ton.
- Dealer labor provides lifecycle services for your hydraulic cylinders and rods.

IMPROVED UPTIME

- Get the right parts at the right time.
- Predict changeouts and repairs with inspections and reports provided by your Cat dealer.
- Ensure uninterrupted productivity with availability of hydraulic cylinders and rods from your Cat dealer.



CONTACT YOUR CAT DEALER FOR COMPLETE, CUSTOMIZED HYDRAULIC CYLINDERS AND RODS CUSTOMER VALUE AGREEMENT DETAILS.