

# SHAPE YOUR PLAN FOR REAL RESULTS. THAT'S A CVA.



## **CAT® CUSTOMER VALUE AGREEMENTS FOR MINING**

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





## WHAT ARE CVAs FOR MINING?

CVAs ARE A WAY TO GET MORE FROM YOUR EQUIPMENT THROUGHOUT ITS LIFECYCLE

Cat® Customer Value Agreements for Mining are customizable plans for your new or used equipment that help you accomplish more work with lower, predictable costs.

### FOUR KEY VALUE PILLARS

- **Hassle-Free Ownership:** Get the most from your equipment through flexible pay structures.
- **Hassle-Free Maintenance:** Optimal performance using genuine Cat parts with trained dealer labor expertise.
- **Security of Expert Dealer Support:** Handle inventory management and component protection through assurance programs.
- **Peace of Mind:** Receive machine inspections and alerts that reduce costs and maintain uptime.

### OVERVIEW OF CVAs

- **Maintenance for Mining CVAs** with the right parts delivered right on time and flexible maintenance service options
- **Ground Engaging Tools (GET) CVAs** with complete inventory management, zero unplanned maintenance costs, a pay-per-use cost structure
- **Hose & Coupling CVAs** with solutions for Cat or mixed fleets to manage inventory and control costs, from delivered maintenance kits to on-site containers with pay-per-use options
- **Undercarriage CVAs** with zero upfront costs, pay-per-use options, and scalable coverage from your parts to rebuilds
- **Powertrain Guarantee CVAs** with protection and support beyond the standard warranty and a pay-per-use cost structure



## HOW CAN YOUR OPERATION BENEFIT FROM CVAs FOR MINING?

Maximize equipment health, keep your fleet moving, and get the most from your investment across the lifecycle of your equipment ownership. With built-in cost controls and a range of guarantees, your Cat dealer can tailor these plans to your needs with tools, training, technology, and support backed by Caterpillar.

Once you find the right CVA for your operation, your Cat dealer will work closely with you throughout the duration of your plan to optimize your productivity and performance needs.

Whether your machines are new or used, Caterpillar or another brand, across-the-board solutions await your fleet. CVAs are your plans, designed to your preferences, to get more work done at a lower total cost.

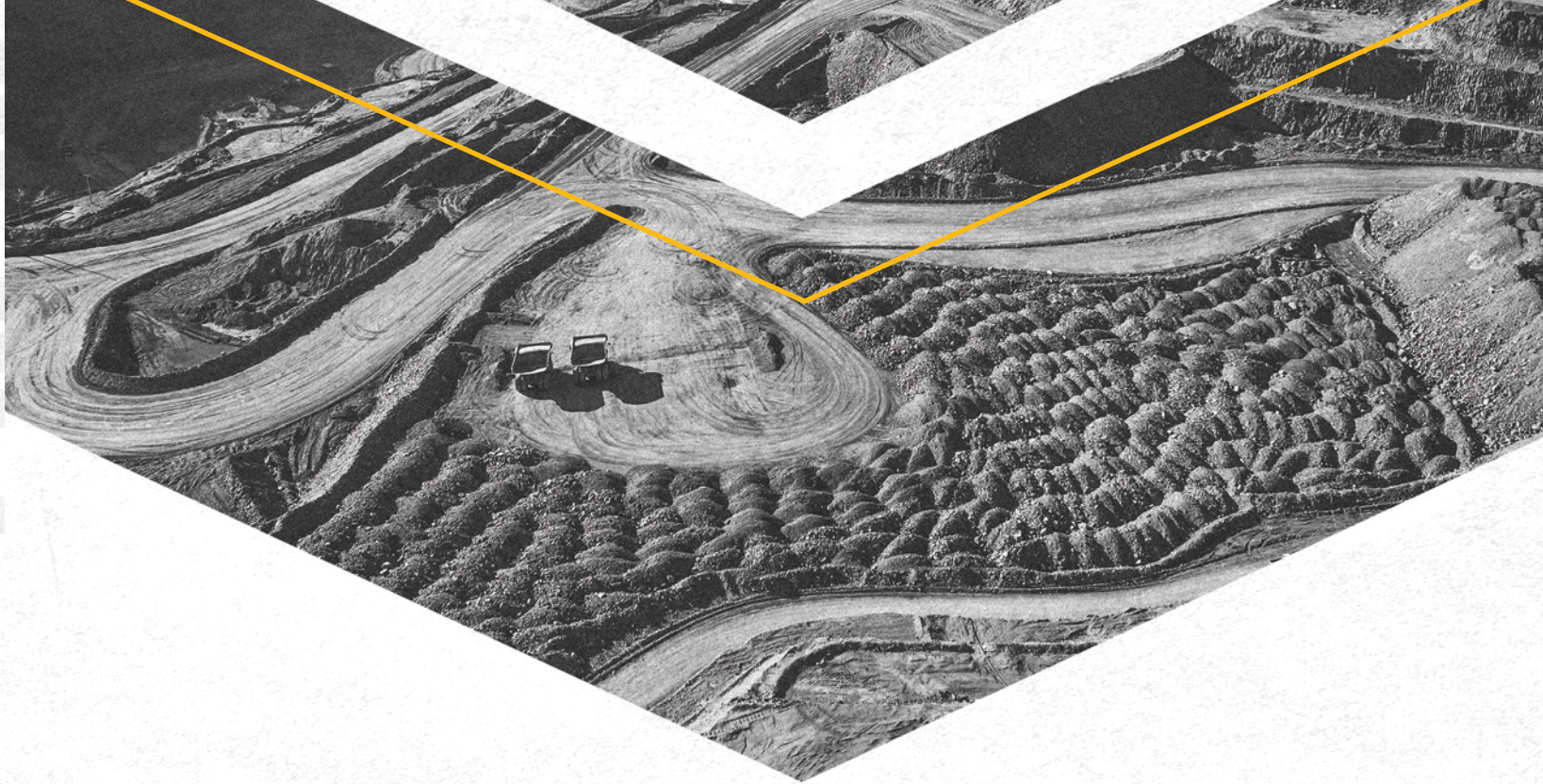


# MAINTENANCE FOR MINING CVAs

A Maintenance for Mining CVA from your trusted Cat dealer is a hassle-free, total-fleet management solution. It provides flexible support for your maintenance operations, while avoiding unpredictable expenses. With this CVA, you can be confident that your team will always have genuine Cat parts and supplies, along with proactive dealer labor, advice, and expertise that work to increase fleet uptime and productivity.

Choose from three levels of customizable CVA service:

- 1. **Convenience** — A Do It Yourself (DIY) preventive maintenance (PM) kit with the right parts, at the right time from your Cat dealer.
- 2. **Performance** — A PM kit and PM4 services with dealer-led inspections on site.
- 3. **Confidence** — Fully dealer-managed PM kits and services, with inventory management, tracking, planning, logistics, and execution.



# THE VALUE OF MAINTENANCE FOR MINING CVAs

- 1 REDUCED MAINTENANCE COST PER HOUR
- 2 TAILORED SERVICE
- 3 IMPROVED UPTIME

With Maintenance for Mining CVAs, you can optimize efficiency and select service preferences across your fleet. To receive these benefits:



AS A CUSTOMER:

- Connect and share data with your Cat dealer
- Adhere to maintenance intervals as recommended by Caterpillar operation and maintenance manuals (OMMs)



YOUR CAT DEALER WILL PROVIDE:

- Custom-built PM kits with on-time delivery
- Pre-PM, PM, S•O•S<sup>SM</sup> fluid analysis, and annual inspections



CATERPILLAR WILL SUPPORT YOUR DEALER WITH:

- Tailored inspection templates through Cat Inspect
- Contamination control training

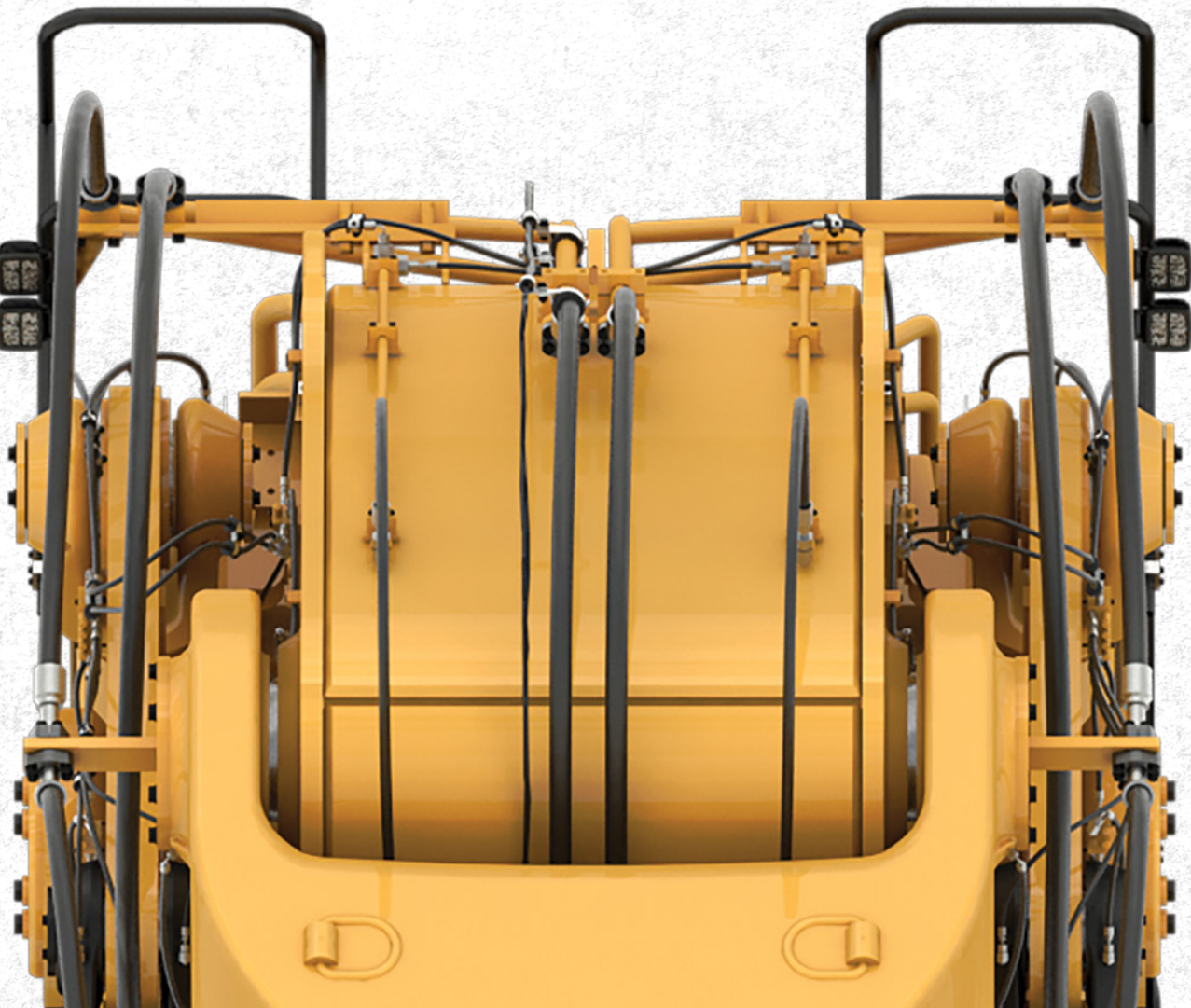


# HOSE & COUPLING CVAs

No matter which level of service you choose, Cat Hose & Coupling (H&C) CVAs for mining equipment can deliver complete inventory management, hydraulics advisor reports, and improved uptime with options matched to the needs of your business and maintenance operations. All of this comes with zero upfront cost on tooling and stock.

Choose from three levels of customizable CVA service:

- 1. **Convenience** — Dealer provided parts.
- 2. **Performance** — Dealer assembled hoses.
- 3. **Confidence** — Complete assembly, inspection, installation, and inventory management services.



## THE VALUE OF CAT HOSE & COUPLING CVAs

- 1 ZERO UPFRONT COST
- 2 IMPROVED UPTIME
- 3 TAILORED SERVICE

With Cat Hose & Coupling CVAs, you'll receive parts delivery, inventory management, inspections, installation and removal, and contamination monitoring. To receive these benefits:



AS A CUSTOMER:

- Connect and monitor with Cat Inspect
- Pay as you go with no upfront costs



YOUR CAT DEALER WILL PROVIDE:

- The right hose on time, every time
- Committed turnaround times



CATERPILLAR WILL SUPPORT YOUR DEALER WITH:

- Cat Hose Management that allows proactive lifecycle management of the hose
- Commercial programs for hose and coupling containers

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CAT DEALER  
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WP 28.0 MPA



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CAT® XT-3ES

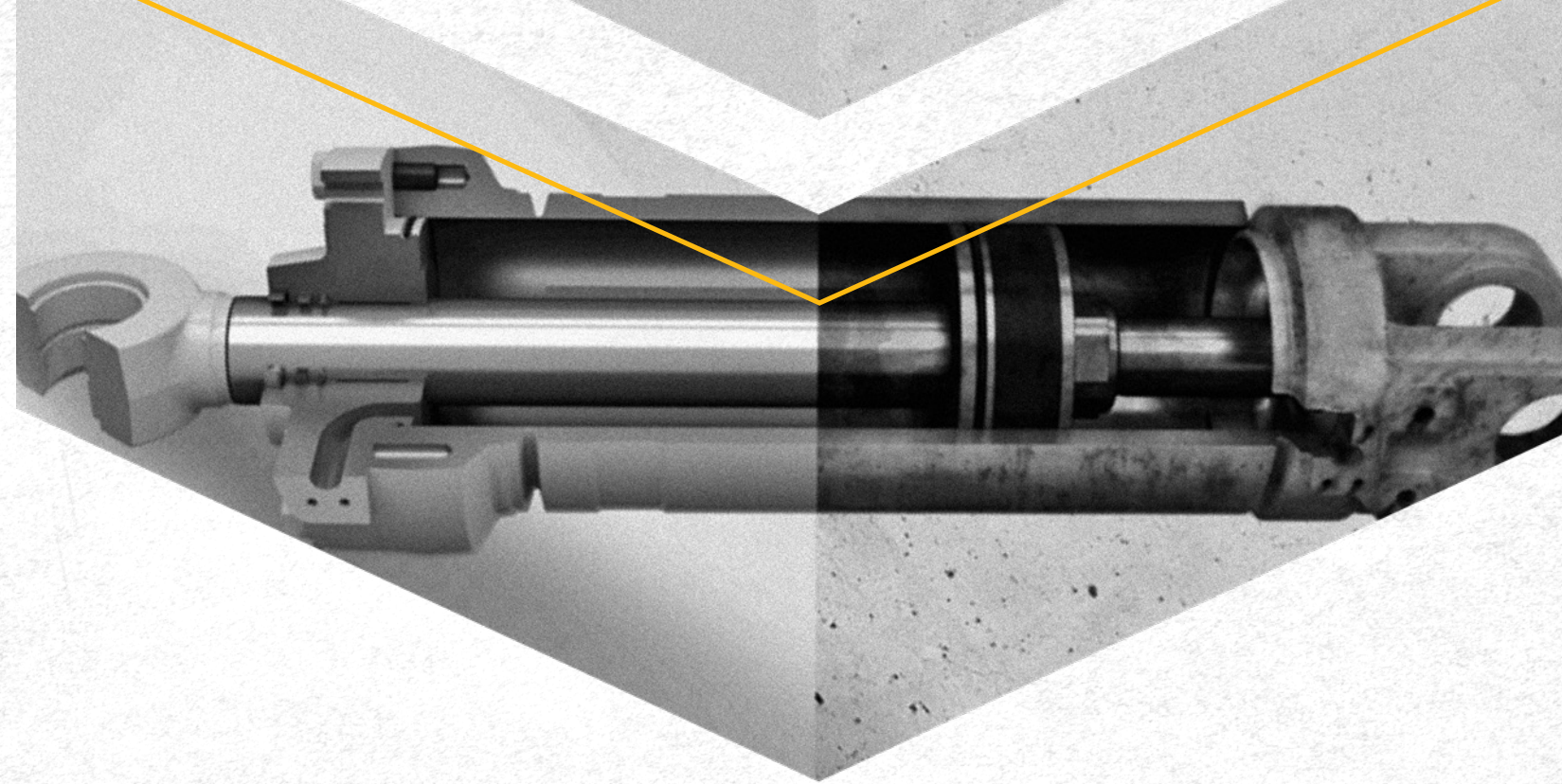


## HYDRAULIC CYLINDERS & RODS (C&R) CVAs

A Cat® Hydraulic C&R 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 C&Rs you need on hand, with options matched to your operation and productivity goals.

Choose from three levels of customizable CVA service:

1. **Convenience** — Manage your C&Rs with dealer support including inventory management, condition advisement, C&R removal and installation instructions, dealer repair and exchange services, and optional operation and maintenance training.
2. **Performance** — Additional dealer support to include dealer removal and installation, providing exchange components for immediate swap outs, and your Cat dealer will inspect and monitor the condition of your components and recommend services before failure.
3. **Confidence** — Comprehensive full dealer service. Your Cat dealer will ensure your C&Rs are performing well to reduce downtime and keep your operations running.



## THE VALUE OF CAT HYDRAULIC C&R CVAs

- 1 **IMPROVED UPTIME**
- 2 **EXTENDED HYDRAULIC C&R LIFE**
- 3 **EXPERT DEALER SUPPORT**

With a C&R CVA, get the right parts when needed, reduce downtime, easily access inspection data, and get expert dealer advice. To receive these benefits:



### AS A CUSTOMER:

- Connect and monitor with Cat Inspect
- Pay as you go with no upfront costs



### YOUR CAT DEALER WILL PROVIDE:

- Dealer-managed inventory
- Committed turnaround times



### CATERPILLAR WILL SUPPORT YOUR DEALER WITH:

- Technology for inspections and condition monitoring
- Commercial and asset protection programs



# GROUND ENGAGING TOOL (GET) CVAs

With three levels of service to choose from, each hassle-free Cat Ground Engaging Tool CVA offers complete inventory management, along with options matched to the needs of your operation and your productivity goals. Plus, there are no expensive surprises.

Choose from three levels of customizable CVA service:

- 1. **Convenience** — One year of coverage, pay-per-consumption pricing with complete inventory management, installation and maintenance advice, and optional training.
- 2. **Performance** — Up to three years of coverage, with optional lip rebuilds, wear package delivery, inspections, and reports done by your Cat dealer with customized recommendations.
- 3. **Confidence** — Cost-per-ton or cost-per-hour coverage that includes total bucket rebuilds and bucket availability.



## THE VALUE OF GROUND ENGAGING TOOL CVAs

- 1 ZERO UNPLANNED COSTS
- 2 IMPROVED UPTIME
- 3 PEAK PERFORMANCE

Cat Ground Engaging Tool CVAs have three levels of service to choose from, providing hassle-free replacement and rebuild solutions for your entire fleet. To receive these benefits:



AS A CUSTOMER:

- Pay as you go with no upfront costs
- Configure GET options to maximize your productivity



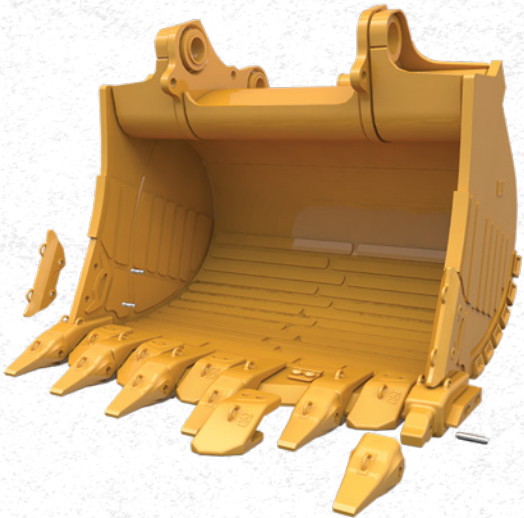
YOUR CAT DEALER WILL PROVIDE:

- Dealer-managed inventory
- On-site wear specialists for training and rebuild guidance



CATERPILLAR WILL SUPPORT YOUR DEALER WITH:

- Predictable expenses backed by a GET Assurance Program
- GET performance credibility established using Cat Wear Management System (CWMS)



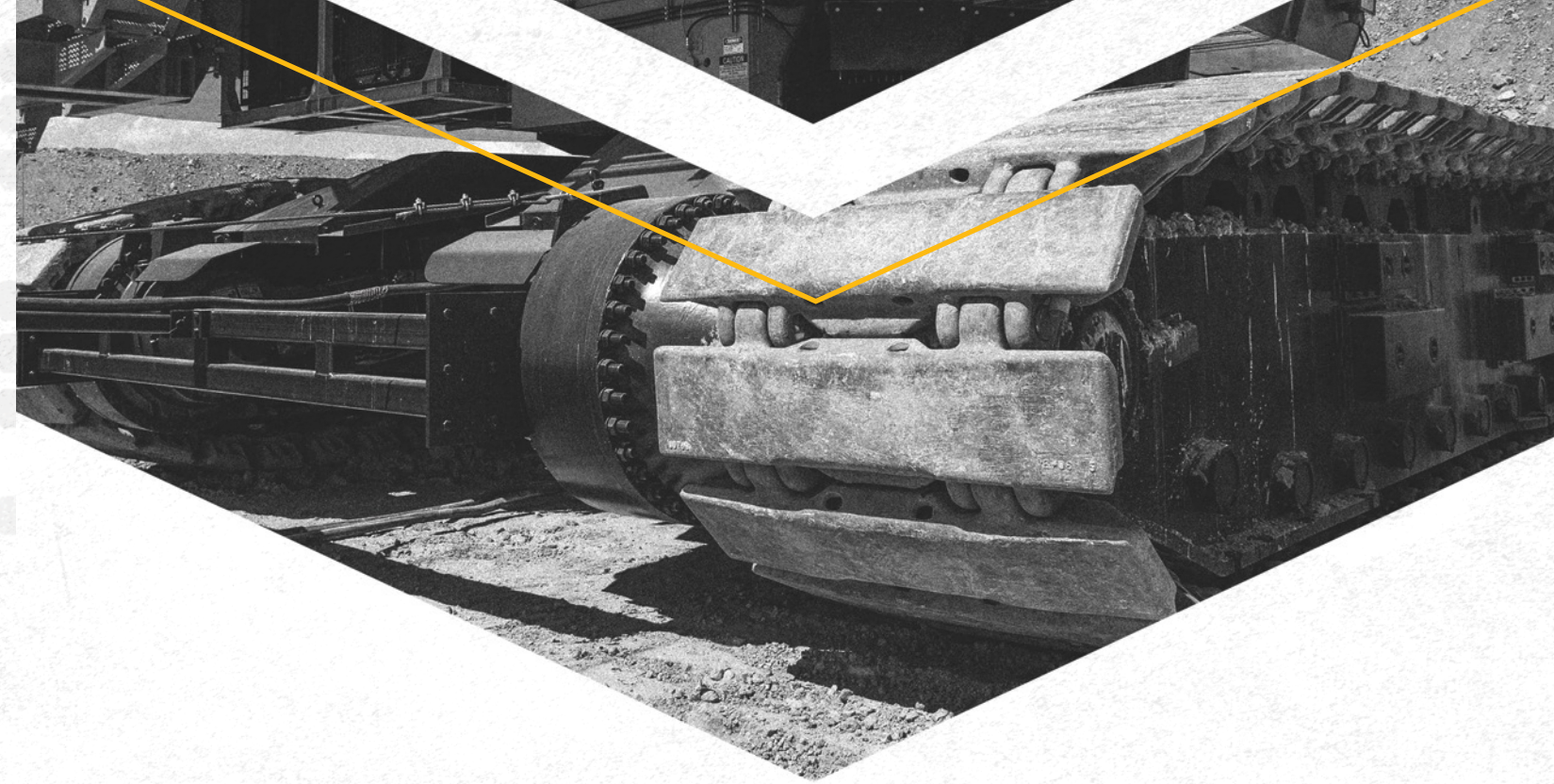


## UNDERCARRIAGE CVAs

Cat Undercarriage CVAs are tailored plans to maximize your new or replacement undercarriage investment for large dozers, electric rope shovels, and hydraulic mining shovels. From zero upfront cost to extended asset protection, it's one hassle-free undercarriage solution crafted to fit the needs of your operation.

Choose from three levels of customizable CVA service:

1. **Convenience** — Lets you manage your own undercarriage with ongoing dealer support and expertise.
2. **Performance** — Provides an added layer of security through service assistance and an extended asset protection plan.
3. **Confidence** — Offers a complete, hassle-free undercarriage management program with the highest level of dealer support, along with predictable undercarriage costs.



## THE VALUE OF CAT UNDERCARRIAGE CVAs

- 1 IMPROVED UPTIME
- 2 EXTENDED UNDERCARRIAGE LIFE
- 3 EXPERT DEALER SUPPORT

With an Undercarriage CVA, you have an option to pay only for the hours you use. Get the right parts when needed, avoid unnecessary downtime, easily access inspection data, and dealer advice. To receive these benefits:



### AS A CUSTOMER:

- Ensure the machine is connected and operated under specified conditions
- Handle maintenance on time with advice and collaboration from your Cat dealer



### YOUR CAT DEALER WILL PROVIDE:

- Quality Custom Track Service (CTS) inspections, timely advice, and analysis support
- Technical knowledge and on-site assistance with maintenance, forecasting, and training



### CATERPILLAR WILL SUPPORT YOUR DEALER WITH:

- Financing, commercial, and asset protection support programs
- Technology and Cat Wear Management System (CWMS) updates, along with technical expertise, and training



CAT CUSTOMER VALUE AGREEMENT (CVA) BENEFITS

POWERTRAIN GUARANTEE CVAs

A Powertrain Guarantee Customer Value Agreement (CVA) offers valuable, tailored protection after the standard machine warranty expires. Adding a Powertrain Guarantee CVA to the purchase of qualifying Cat equipment helps you protect your machines’ most critical components and maximize the return on your investment. These CVAs deliver confidence and peace of mind while helping you reduce your owning and operating costs.

Choose from three levels of customizable CVA service:

- 1. **Convenience** — Your Cat dealer provides planned maintenance (PM) and repair parts while ensuring asset optimization.
- 2. **Performance** — Your Cat dealer provides condition monitoring advice, planned maintenance, forecasting, repair parts, and dealer labor on a cost-per-hour basis.
- 3. **Confidence** — Guaranteed life at a fixed cost per hour supported by machine oversight with recommendations through Cat Mining Services. Your Cat dealer provides planned maintenance, forecasting, repair parts, and dealer labor.



THE VALUE OF POWERTRAIN GUARANTEE CVAs

- 1 IMPROVED UPTIME
- 2 LOWER COST OF OWNERSHIP
- 3 INCREASED COMPONENT LIFE

Powertrain Guarantee CVAs offer valuable protection after the standard machine warranty expires. To receive these benefits:



AS A CUSTOMER:

- Connect and share data with your Cat dealer
- Complete PM as specified in the “Maintenance Intervals” section of the OMM



YOUR CAT DEALER WILL PROVIDE:

- Expert technicians to perform midlife and powertrain repairs at specified intervals
- Inspections and perform the proposed condition monitoring recommendations



CATERPILLAR WILL SUPPORT YOUR DEALER WITH:

- Condition monitoring through Cat Mining Services for the Powertrain Guarantee CVA Plus program





## CAT CUSTOMER VALUE AGREEMENT (CVA) BENEFITS

# YOUR CAT JOB SITE SOLUTION: SITE PERFORMANCE CVAs

Cat Job Site Solutions deliver customized Site Performance CVAs for your mine site(s). Whatever business results you're targeting, including specific uptime, productivity, or predictable costs, a Site Performance CVA scales solutions from single machines to fleets to multiple sites. Cat Job Site Solutions, along with your local Cat dealer(s), plan and implement your Site Performance CVA, transferring your risk to us.

We leverage proprietary technology, fleet knowledge, global data access, and technical expertise to achieve your business goals related to:

- Productivity
- Equipment
- Safety
- Sustainability
- Financials



## THE VALUE OF SITE PERFORMANCE CVAs

1

INCREASE UPTIME

2

MAKE COSTS MANAGEABLE

3

IMPROVE PRODUCTIVITY

With Site Performance CVAs, you can receive custom-built solutions for your site, improve asset health and collaborate with your Cat dealer to create a sustainable level of mine-site productivity.



### AS A CUSTOMER:

- Reduce risk
- Get a comprehensive single solution



### YOUR CAT DEALER WILL PROVIDE:

- Parts logistics
- Skilled technicians



### CATERPILLAR WILL SUPPORT YOUR DEALER WITH:

- Global data sets and design knowledge
- Systems and analytics integration





# GLOBAL MINERS SHAPE THEIR PLANS FOR RESULTS

Globally, mining customers are customizing plans to support their operations and control their costs. Check out some of their tailored plans and work with your Cat dealer for a total-fleet solution to meet your needs.



## AUSTRALIA — MAINTENANCE FOR MINING CVA

- **The Challenge** was to maintain required production, high physical availability, and reliability of an aging fleet of coal mining trucks.
- **The Solution** was a Maintenance for Mining CVA that reduced the maintenance intensity required for the fleet and included Planned Component Rebuilds (PCRs).
- **The Result** was an extension of replacement intervals that improved physical availability; lowering the Total Cost of Ownership (TCO).



## BRAZIL — HOSE & COUPLING CVA

- **The Challenge** was to minimize downtime from unexpected hose failures.
- **The Solution** was a Hose & Coupling CVA that provided an on-site stocked hose shop and dedicated dealer technicians for proactive inspections.
- **The Result** was a maximized machine uptime due to the prevention of early failures, contamination control, and availability of inventory on site.



## CANADA — GET CVA

- **The Challenge** was to shift from a CapEx model to an OpEx solution for undercarriage and GET management.
- **The Solution** was a three year CVA for GET and undercarriage across 16 machines in total, with dealer-managed wear parts service solutions.
- **The Results** are measured by extended component life, consistent inventory, and lower Total Cost of Ownership.



# WORK WITH YOUR CAT DEALER ON YOUR OPERATION'S CVA

Your Cat dealer can walk you through CVA options to better meet your operation's needs, whether your machine is new or used, whether your operation handles maintenance or prefers dealer maintenance, and whether you prefer a general maintenance plan or a component cost-per-hour CVA.



## SOUTH AFRICA — GET CVA

- **The Challenge** was to establish a set cost-per-ton, with predictable GET changeout costs and a fixed rate for supply and delivery.
- **The Solution** was a CVA for all GET on two hydraulic mining shovels, with parts changeouts and a dedicated dealer wear specialist to measure and control cost per ton throughout the equipment lifecycle.
- **The Results** are measured by extended GET life, predictable changeout costs, minimized cost per ton, and lower overall GET parts costs.



## NORWAY — UNDERCARRIAGE CVA

- **The Challenge** was to reduce maintenance downtime and provide technical expertise.
- **The Solution** was an Undercarriage CVA with on-site undercarriage wear management support.
- **The Result** was the reduction of machine downtime by eliminating existing issues through product innovation, high component reliability, the availability of experienced service team, and extended warranty support.



## UNITED STATES — POWERTRAIN CVA

- **The Challenge** was to provide predictable costs and reduce the risk of major component failures.
- **The Solution** was a CVA across 224 machines with PM parts, equipment health monitoring, and "not-to-exceed" pricing on powertrain and powertrain components.
- **The Results** are measured by predictable maintenance costs as well as the reliability and performance of equipment.





**CONTACT YOUR CAT DEALER TO FIND  
THE RIGHT CVA FOR YOUR OPERATION.**

DISCOVER MORE AT [WWW.CAT.COM/MININGCVA](http://WWW.CAT.COM/MININGCVA)