



LIFECYCLE SOLUTIONS

MAXIMIZE READINESS & MINIMIZE COSTS



KEEPING YOU ON THE MOVE TODAY AND READY FOR TOMORROW.

Caterpillar Defense and the global Cat® dealer network provide you with the most extensive coverage to ensure complete support is available regardless of where the operation takes you. Through the entire lifecycle of the Cat solution, count on Caterpillar Defense and the industry's most reliable dealer network to help optimize operational readiness and deliver unsurpassed support.

Our team is dedicated to delivering on the unique requirements of the U.S. Federal Government and defense industry.

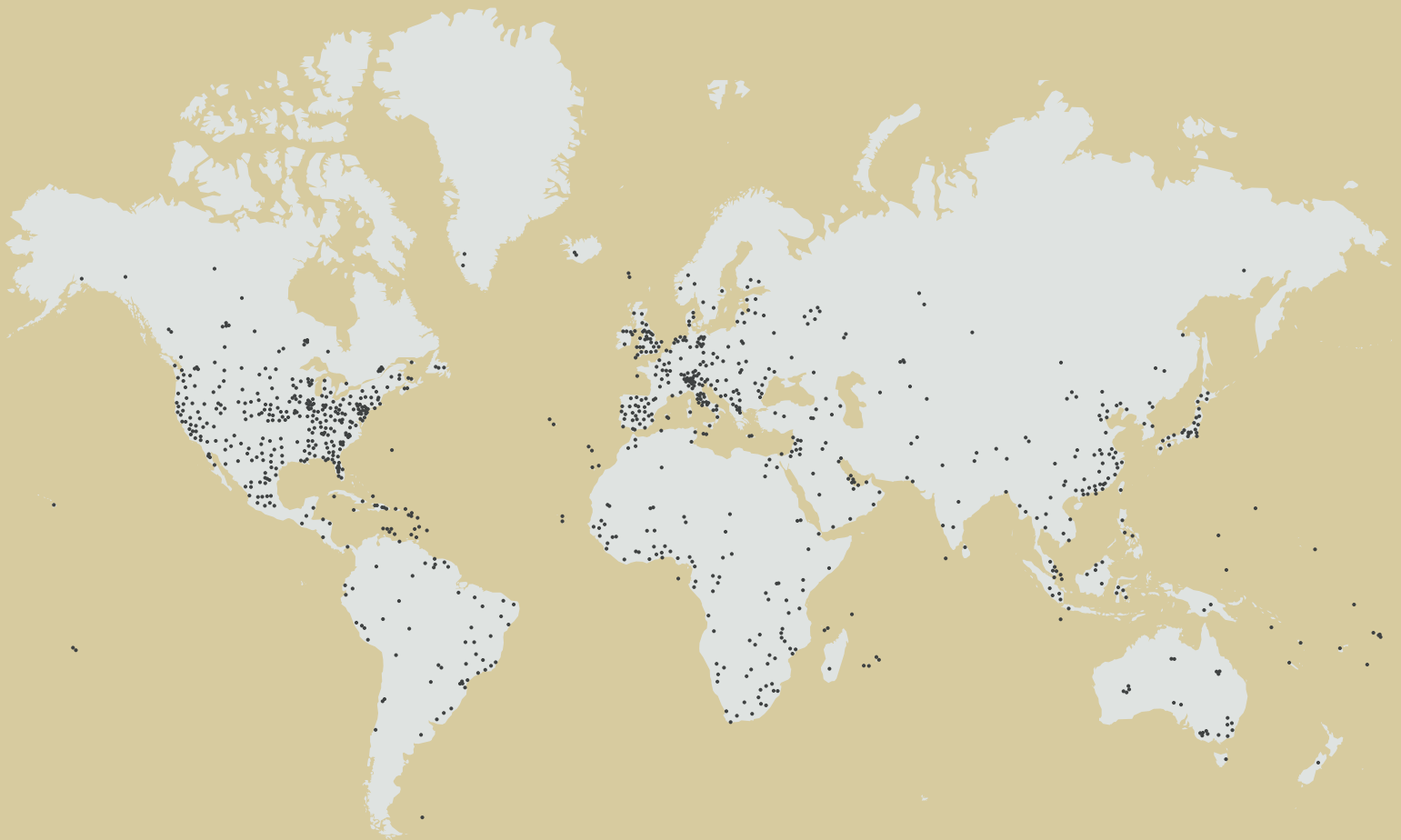
Whether you are part of a military unit deployed overseas or a U.S. federal civilian agency working in rural America, you have unique requirements governing the acquisition of equipment and every stage of your solution's lifecycle. We have a deep understanding of what you do and how you do it, delivering the right solutions to ensure the highest productivity and efficiency wherever you may be around the world.

LIFECYCLE SOLUTIONS Service & Support Programs	
Service Life Extension Program	Repair & Rebuild Programs
Parts Support & Obsolescence Management	Cat® Military Electronic Technician (ET) Support
Service Engineering Support	Remote Monitoring
Condition Monitoring Services	Maintenance Training
Equipment Management Solutions	Autonomous Upgrades
Customer Value Agreements (CVA)	

WORLDWIDE CAT DEALERS

156 dealerships and over 2,000 branch stores located in 192 countries all ensuring service and support is readily available for the most time sensitive operations.

- 21 distribution facilities strategically located across six continents.
- Over 96% availability rate
- Over 99% of customer orders shipped same day
- Supporting over 750,000 unique Cat parts



WHERE THERE'S DEMANDING WORK, THERE'S CAT® SUPPORT.

Wherever operations take you, a Cat® dealer is never far, ensuring Caterpillar Defense solutions are always mission-ready. To meet the urgent demands of contingency and wartime operations, Caterpillar Defense employs a parts priority system that expedites critical orders to the front of the line—because downtime is never an option.

This commitment to readiness aligns with the principles of a circular economy, which stands in direct contrast to planned obsolescence. At Caterpillar, we design major components with remanufacturing in mind, enabling Cat Reman products to achieve like-new performance—often multiple times over. By extending the lifecycle of our products, we deliver solutions that are not only dependable but also sustainable.



Local Service Operations

Staffed with highly skilled, Caterpillar-trained technicians.



Parts Obsolescence Management

Delivering the right parts on time while keeping an eye on every lifecycle.



Remanufactured Parts

Reduce costs and accelerate repairs with remanufactured parts that keep your warranty intact.



Component Repairs

High-quality service from local dealers.

Genuine Cat® parts keep your mission moving forward.

Having the right part at the right time is critical to operational readiness. Caterpillar has 21 parts facilities worldwide with 16 million square feet of combined storage space. When you add in the most reliable dealer network in the industry, there is no other logistics support system that can offer the same parts and service support for military or federal agencies.

What's in a Cat Planned Maintenance (PM) kit?

Everything you need for your specific machine and maintenance interval—saving you time and eliminating guesswork. Regular maintenance with genuine Cat parts helps extend the life of your components and ensures your machine runs at peak performance. The result? Maximized working hours and increased opportunities to make money.

Global dealer support.

Caterpillar and its dealers provide genuine Caterpillar parts and assemblies worldwide, ensuring long-term support through their configuration management process. This commitment guarantees customers receive the right parts and assemblies for their needs. Additionally, Caterpillar Defense manages parts obsolescence, offering critical support throughout the equipment lifecycle.

Expert supply chain management that works the way you need it to.

Whether on-site or off-site, CONUS, OCONUS, or in contingency operations, Caterpillar Defense can efficiently manage your parts and service flow with an experienced team specializing in demand, order, and material procurement. Caterpillar's distribution network is unmatched in the industry.

Better performance starts with reliable parts.

From loading and hauling to scraping and trekking, you can count on your Cat® equipment to meet operational requirements and perform under the toughest conditions, down to its smallest parts. Through strategic partnerships with small businesses, Caterpillar ensures that only genuine OEM parts and services are used. These alliances are thoroughly vetted, ensuring that Caterpillar's name and the values it represents are upheld by a strict Code of Conduct.

HOW TO OBTAIN CAT PARTS

Parts support is powered by **Caterpillar's Global Distribution Network** for high-volume, long-term direct vendor delivery.



Order parts online:

parts.cat.com

Find a local Cat Dealer:

cat.com/en_US/support/dealer-locator.html

Contact Caterpillar directly:

information_defense@cat.com



Caterpillar Defense supports government initiatives to engage all small business categories, guided by the company's corporate standard, documented in the Small Business Subcontractor Plan.

ENSURE TOP PERFORMANCE FROM ONE OPERATION TO THE NEXT WITH WORLD-CLASS TRAINING.

Caterpillar offers both classroom and hands-on training with Cat® engines and components. With over 90 years of experience training technicians for commercial and military applications, we provide expert instruction tailored to your needs. Get heavy equipment and jobsite training from industry professionals. We offer programs for operators, service technicians, and leaders looking to improve operations and jobsite safety. Choose from a range of Caterpillar training courses, including on-demand classes and custom training solutions for your business.

Training options include:

- **Instructor-Led Training:** Hands-on training from expert operator instructors, provided at the time of machine delivery.
- **eLearning:** Self-paced modules designed for beginning operators, technicians, equipment owners, and others looking to learn Cat machine operating basics. These courses cover safety, maintenance, pre-operating procedures, and operating techniques.

- **Cat® Simulators:** Virtual training that offers a safe, cost-effective way for new operators to learn machine controls and proper operating procedures. Experienced operators can also refine their skills to improve efficiency and production.
- **Service Technician Training:** Caterpillar offers a range of maintenance training options, including technical skills, preventive maintenance, digital services, overhauls, system performance, and troubleshooting. These programs cover various equipment types and development needs.

Caterpillar Certified Instructors offer instructor-led training at your job site, a local dealer, or one of our Demonstration & Learning Centers in Edwards, Illinois; Malaga, Spain; or Tinaja Hills, Arizona.

We're committed to serving a wide range of industries, including marine, agriculture, construction, electric power, paving, and industrial applications.

Course Subjects

Military Electronic Technician (ET)

Advanced Engine Maintenance

Professional Operator Training

Applied Failure Analysis

Systems Operations

Marine Engine Training

Cat Grade

Asphalt Paver Training



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Training Aids

Gain critical maintenance experience with a variety of training aids, including:

- Components that integrate the same parts as your machines
- Runnable engines for disassembly, assembly, and troubleshooting training
- Customized training aids developed to meet your specific requirements



Cut-away component.



Cut-away component.

Cat® Simulators

Cat simulators—Track type Dozers, Wheeled Loaders and Excavators—are equipped with a comprehensive suite of advanced features, including:

- **Hardware Package:** Includes a base unit and three vertically mounted 43" monitors
- **Authentic Controls:** Features convertible controls that mimic real equipment
- **Motion System:** Provides realistic motion feedback for an immersive experience
- **Software:** Comes with an on-screen tutorial to guide learners through various tasks
- **Training Records Management:** Tracks learner progress and performance for better evaluation
- **Open Training Mode:** Allows learners to work in any operational area
- **Instructor Support:** Enables instructors to focus on the specific needs of each learner for a personalized training experience



CONDITION MONITORING SERVICES

Regular component monitoring and maintenance are essential for reducing unexpected downtime and maintenance costs. Whether performed by on-site technicians, your local Cat® dealer, or remotely by Caterpillar, staying on top of necessary actions ensures that critical tasks are scheduled either immediately or at the next service interval.

The smart way to monitor your machine.

With remote monitoring, Caterpillar helps you understand your machine's performance and identifies actions to be taken to minimize downtime. Proactively addressing issues before they become failures reduces maintenance costs, keeps the machine operational, and minimizes technicians' exposure to combat-related injuries.

Caterpillar also supports the consolidation and analysis of data, ensuring the story your machine is telling is clearly understood and acted upon.

REMOTE MONITORING

- Machine location
- Current operating hours
- Active fault codes
- Event codes
- Uploaded local inspection sheets

OIL ANALYSIS

- Wear metals
- Contaminates
- Particle count

SCHEDULED SERVICE/ INSPECTIONS

- Conducted by either local Cat dealer or military technicians
- Regular technical evaluation
- Preventive maintenance



Service Engineering

Caterpillar Defense boasts a team of experienced service engineers who are dedicated to helping maintainers troubleshoot issues and ensure that product health remains at its peak performance.



CAT MILITARY ELECTRONIC TECHNICIAN (ET)



Maintain Readiness and Reduce Diagnostic Time

Quickly minimize engine and machine downtime, control costs, and efficiently schedule repairs by diagnosing issues with Cat® Military Electronic Technician (ET).

Cat Military ET is user-friendly and connects directly to the electronic control modules on Cat engines and equipment. Technicians can use the software to view status parameters, logged and active codes, perform functional tests, and more, ensuring fast and accurate diagnostics.

MAINTAIN FULL MACHINE CAPABILITY AT THE BEST VALUE.

Service Life Extension Program (SLEP)

When a machine nears the end of its first lifecycle, the military's Service Life Extension Program (SLEP) provides a complete second lifecycle at a fraction of the cost of a new replacement. All work is performed at a local Cat® dealer.

The Two Phases of SLEP:

Core Effort: This phase includes standard labor and parts consumption, such as replacing all hydraulic hoses and electrical components, along with internal rebearing and resealing of all vehicle systems

Additional Work Effort: This phase involves replacing mating wear parts identified during the teardown process

Contact Caterpillar Defense at:
information_defense@cat.com



Before SLEP



After SLEP

Red River Army Depot (RRAD)

We offer comprehensive on-site technical support, along with parts sales and delivery from our dedicated warehouse. Our team provides direct assistance for their engine rebuild program, backed by our full staff of experts in Defense products. We support an annual output of approximately 350-400 rebuilds for 7-to-18-liter engines. In addition, the Depot serves as a key facility for the long-term storage and salvage of military equipment, ensuring efficient sustainability management and maintenance of critical assets.



Dedicated parts and sales and delivery warehouse



Engine rebuilds



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