

# CAT<sup>®</sup> CVAs

For operations who want added dealer support, Cat<sup>®</sup> offers the **PERFORMANCE (LEVEL 2)** and **CONFIDENCE (LEVEL 3)** CVAs. Maintenance and repairs are handled professionally, on schedule and to Caterpillar standards, without pulling attention away from the work at hand.

*You get predictable costs, fewer surprises and machines that are ready to perform day after day.*



# SERVICE, HANDLED.

**YOU  
RUN THE  
BUSINESS.  
WE'LL  
HANDLE  
THE  
SERVICE.**



CUSTOMER VALUE AGREEMENTS

LEVEL 2

LEVEL 3



# CAT® PERFORMANCE & CONFIDENCE CVAs THE BASICS

## WHAT

### DEALER-PERFORMED MAINTENANCE. BUILT AROUND HOW YOU WORK.

**PERFORMANCE** and **CONFIDENCE CVAs** are plans designed to protect uptime and simplify ownership, especially for operations that rely on consistent, high utilisation. *That means every planned maintenance (PM) is on schedule, service timing is clear and labour and parts are seamlessly coordinated.*

Service events are planned and executed around your operation, proactively. Costs are known in advance and can be financed with the machine or billed monthly,<sup>1</sup> helping reduce unexpected repair expenses and budget spikes.

### YOU GET:

- + Predictable costs and proactive care
- + Ownership made easy
- + Less downtime and longer life
- + Flexible options and support when you need it

## THE TERMS:

	PERFORMANCE CVA [LEVEL 2]	CONFIDENCE CVA [LEVEL 3]
<b>HASSLE-FREE MAINTENANCE &amp; OWNERSHIP</b>	Flexible payment options (with machine, monthly, other financing)	✓
	Helpful advice on equipment and operations	✓
	Genuine Cat parts, delivered on time to your location	✓
	Cat fluids	✓
	Maintenance performed by Caterpillar-trained technicians	✓
<b>SECURITY OF EXPERT DEALER SUPPORT</b>	Machine and component protection	EPP on a new machine Component protection on a used machine
	Services Commitment next-day parts with reimbursement if parts arrive after need-by date	Maintenance, wear and common repair parts
	Services Commitment two-day repair <sup>2</sup> with compensation if completed after need-by date	✓
	Cat Certified Maintained eligibility (designation that machine has been maintained by the dealer since initial purchase)	✓
	Expert troubleshooting, diagnostics and repairs	✓
<b>PEACE OF MIND FROM EQUIPMENT HEALTH MANAGEMENT</b>	Easy access to asset information via machine alerts and VisionLink®	✓
	Inspections	Planned maintenance (PM) inspections
	Fluid health and asset monitoring	Fluid health Fluid health and asset condition monitoring

<sup>1</sup> Dealer participation may vary. See your local Cat dealer for details.  
<sup>2</sup> Applies to common repairs. Contact your local Cat dealer for major repair commitment and Terms & Conditions.

# CAT® PERFORMANCE & CONFIDENCE CVAs THE BENEFITS

## WHY

### VISIBILITY THAT KEEPS YOU ONE STEP AHEAD

Both Performance and Confidence CVAs include access to Caterpillar’s digital and diagnostic tools, so machine health is always visible, not assumed.

With VisionLink, you can track machine hours, location and key health alerts. Cat Inspect provides documented inspection results, while S-O-S<sup>SM</sup> Fluid Analysis and Condition Monitoring help uncover early warning signs before they lead to downtime.

#### This enables:

- + Earlier issue detection
- + Better maintenance planning
- + Fewer surprises
- + Predictable ownership costs over time

### BACK TO WORK FASTER WITH SERVICES COMMITMENT

*Reduce downtime. Protect your schedule. Get back to work, faster. The Services Commitment in a CVA gives you what you need to get the job done.*

#### NEXT-DAY PARTS

Receive the maintenance, wear and repair parts you need by the next business day or get paid.<sup>1</sup> Get what you need, faster.

#### TWO-DAY REPAIR

You get fast service — *when it counts*. Have your machine repaired in two business days from approval to proceed. If your machine isn’t back to work, you get paid.

### BACKED BY EXPERT DEALER SUPPORT

*When maintenance is handled by your Cat dealer, expertise comes built in.*

Trained technicians use advanced diagnostics, proper tooling and Cat-specific knowledge to identify issues early and resolve them efficiently. Priority scheduling and faster response times help reduce downtime when service is needed.

*This is maintenance you don’t have to manage and support you can count on.*

### ADD VALUE WITH CAT CERTIFIED MAINTAINED

When you add a CVA with dealer labour on your new machine purchases, you qualify for the Cat Certified Maintained (CCM) programme. CCM certifies that all planned maintenance has been performed by Cat dealer technicians at every scheduled interval, using genuine Cat parts and fluids, and to Caterpillar specifications.

If you choose to sell or trade in your machine in the future, the CCM designation helps demonstrate that it has been properly maintained and is ready for continued work, which can help increase the resale value.



CAT® PERFORMANCE & CONFIDENCE CVAs

# ABOUT THE PERFORMANCE CVA

## HASSLE-FREE MAINTENANCE BUILT FOR UPTIME.

A **PERFORMANCE CVA** is designed to take the day-to-day burden of maintenance off your plate while keeping machines running at their best.

All scheduled maintenance and inspections are performed by Cat dealer technicians, at the proper intervals and to exact specifications. Services records are documented and maintenance is planned around your operation, not the other way around.

The result — less coordination, fewer disruptions and the confidence that maintenance is done right *every time*.



CONNECTED MACHINE DATA AND INSIGHTS

### PERFORMANCE CVA — WHAT YOU GET:

- + **Genuine Cat parts delivered with professional dealer service:**
  - Preventive maintenance kits align to planned hours (PM 1-4 only)
  - Engineered and tested specifically for your Cat machine
  - Built for durability, performance and long component life
- + **Connected machine data and insights:**
  - Actionable insights from VisionLink
  - Machine data such as hours, location, fuel burn and maintenance alerts
- + **Dealer-executed inspections:**
  - Results viewable and shareable in Cat Inspect app
  - PMs and Technical Analysis (TA1) inspections
- + **Equipment or component protection plans:**
  - On a new machine, EPP covering powertrain, hydraulics and technology
  - On a machine you own, component protection on critical components like injectors, aftertreatment components, turbochargers and more
- + **Cat fluids with S•O•S analysis for fluid health management:**
  - Machine- and operation-specific sampling intervals designed to detect issues early
  - Ongoing analysis to help protect components and extend service life



Plus, **Services Commitment** and **Cat Certified Maintained** eligibility.

CAT® PERFORMANCE & CONFIDENCE CVAs

# ABOUT THE CONFIDENCE CVA

## MORE PROTECTION. MORE PREDICTABILITY.

A **CONFIDENCE CVA** is built for those who want the highest level of coverage and long-term ownership assurance. It includes everything that's in a Performance CVA, plus planned repairs and a Cost Per Hour (CPH) structure that helps reduce exposure to major, unexpected repair costs.

The goal is simple: turn ownership into a more predictable operating cost, plan service and repairs more effectively and protect your investment over the full life of the machine. **For high-utilisation fleets and long-term owners, Confidence delivers exactly what the name states.**



FLUID ANALYSIS BY YOUR CAT DEALER

### CONFIDENCE CVA — WHAT YOU GET:

- + **Genuine Cat parts delivered with professional dealer service:**
    - Preventive maintenance kits aligned to planned hours (PM 1-4 plus milestone PMs i.e. PM 3000, PM 5000, etc.)
    - Parts vary based on Operation and Maintenance Manual (OMM)
  - + **Cat fluids with S•O•S analysis for fluid health management:**
    - Machine- and operation-specific sampling intervals designed to detect issues early
    - Ongoing analysis to help protect components and extend service life
  - + **Active Condition Monitoring by Cat dealer:**
    - Analysing data from various sources such as inspections, fluid analysis, equipment history and technology
    - Offers valuable and proactive information to help plan maintenance and repairs
  - + **Eligibility for single monthly machine payment:**
    - This CVA can be included as part of your monthly machine payment
- + **Connected machine data and insights:**
    - Actionable insights from VisionLink
    - Machine data such as hours, location, fuel burn and maintenance alerts
  - + **Dealer-executed inspections:**
    - Results viewable and shareable in Cat Inspect app
    - PMs and TA1 inspections
  - + **Extended Protection Plan**
    - For new machines, coverage includes defects in material and Cat workmanship related to powertrain, hydraulics, technology, electronics, cab, brakes, steering and suspension
    - EPP is portable and transferable across Cat dealer network (regional and legal exclusions apply)
    - EPP aligns with agreed upon hours utilised and CVA terms



Plus, **Services Commitment** and **Cat Certified Maintained** eligibility.



CAT® PERFORMANCE &amp; CONFIDENCE CVAs

# WHICH IS RIGHT FOR YOU?

WHO

## SAME STANDARDS. DIFFERENT LEVELS OF COVERAGE.

*Here's the breakdown:*

**PERFORMANCE CVA** Ideal for customers who want scheduled, Cat dealer-performed maintenance with predictable costs and reduced downtime.

**CONFIDENCE CVA** Built for customers who want everything in Performance, plus planned repairs and a CPH structure that helps reduce exposure to major, unexpected repair costs.

*Both are backed by Cat dealers, genuine Cat parts and service commitments designed to keep machines productive and easy to own.*

CAT® PERFORMANCE &amp; CONFIDENCE CVAs

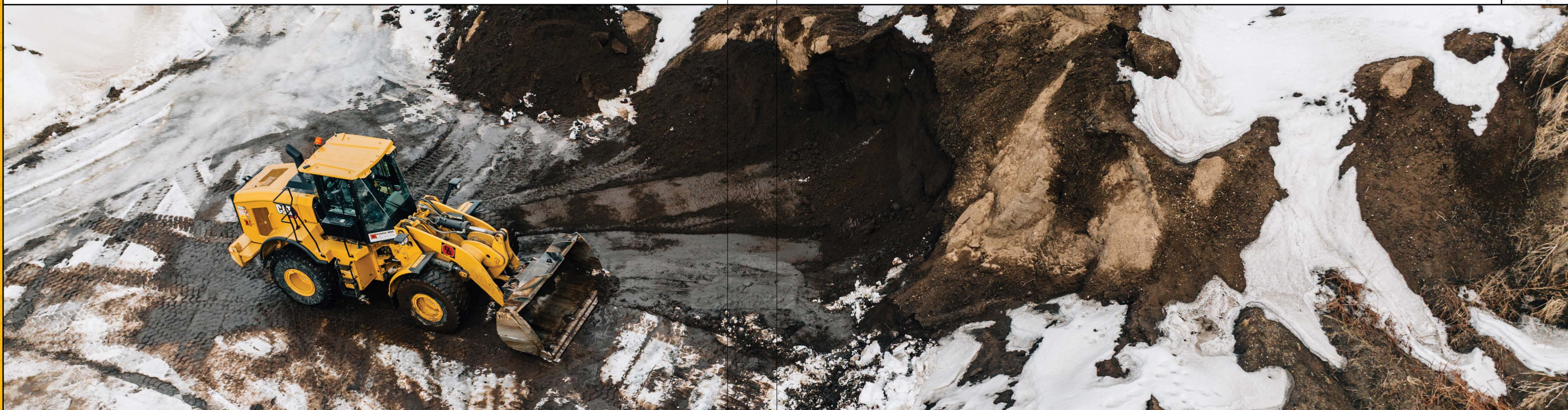
# NEXT STEPS

HOW

## GETTING STARTED WITH A CVA IS SIMPLE.

Your Cat dealer can help you customise every detail and build a CVA that fits your needs. *It's as easy as 1-2-3:*

- 1. Talk to your Cat dealer.** Discuss your equipment, workflow and service preferences.
- 2. Add the right coverage.** Include equipment protection, inspections and monitoring as needed.
- 3. Simplify your payment.** Build your CVA into one predictable monthly payment or add it to your financing.





**⚠ DANGER**  
**ELECTROCUTION HAZARD**  
DEATH OR SERIOUS INJURY  
will result from contact with or proximity to  
the load, loadline, the crane or the vehicle  
if the boom, load, or loadline should become  
electrically charged.  
KEEP CLEAR OF TRUCK AND LOAD



**TALK TO YOUR CAT DEALER  
TO FIND THE RIGHT FIT  
FOR YOUR OPERATION.**