



# PARTS AND SERVICE WHEN PROMISED

## WE'VE GOT YOUR BACK WITH OUR CUSTOMER VALUE AGREEMENTS (CVA).

When it comes to running a successful operation, one thing is for sure — the best way to stay ahead, is to plan ahead. With Cat® Customer Value Agreements (CVAs), your Genuine Cat Parts will be there when you need them — or we'll cover costs with the new Services Commitment Program.

### PARTS AVAILABILITY COMMITMENT

As part of our services commitment with a CVA, your maintenance and common repair parts will be available when you need them. If they're not, we'll help cover costs by crediting you up to €1,000\*. Here's how it works:

- Let us know when you need the missing part, and we'll make sure it's on the shelf
- If you need a maintenance part as soon as the end of the next business day and we can't get it, you will receive a Cat Prepaid Credit for the value of the part up to €1000.
- If you have a CVA with dealer-performed service and need a repair part, we'll get it to you as soon as the end of the second business day. If we don't, you'll receive a Cat Prepaid Credit for the value of the part up to €1000.

### SERVICE RESPONSE TIME COMMITMENT

Just as you are committed to meeting the needs of your customers, CVAs are designed to meet the needs of your operation. You need your machine up and running as much as possible, which depends on fast and quality service. We promise our customers with Customer Value Agreements that we will respond to field service failure requests for the machines that have Level 2 CVA Agreements and are not operational within a maximum of 2 business days. For each breakdown request where we are unable to be on-site within this period, we will offer our customers a gift voucher worth €100.

- The €100 gift voucher can be used for requests with a minimum value of €1,000 + VAT.\*\*
- Customers whose accounts are blocked due to overdue debt as of the request date are not covered by this commitment.\*\*\*

\* Machines with maintenance agreements of at least 2,000 hours signed after January 1, 2024 are covered by this campaign, which includes a commitment to supply spare parts (excluding oils and cooling fluids). If any part cannot be supplied on time, a gift voucher equal to the invoiced amount will be issued, up to a maximum of 1,000 Euros per part.

\*\* The 100 Euro gift voucher is valid for orders of at least 1,000 Euros + VAT.

\*\*\* Customers with blocked account codes due to overdue debts on the request date are not eligible for this commitment.

**See the parts covered in the table below.**

**Customers who are closed due to overdue debt on the date of request are not covered by the commitment.**

**Experience the advantages with our Labor-Inclusive Customer Value Agreements.**



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Services Commitment Parts Inclusion List				
Full Coverage				
Drive Train Components	Brakes-Friction Material-Plates		Fuel Systems	Nozzles and Injectors
	DT Bearings			Fuel and Water Pumps
	Non-Overhaul DT		Hose and Couplings	All
Electronics	Starters and Alternators		Rods	All
	Advanced and Integrated Electronics		Hydraulic Valves	All
Engine Overhaul	Engine Gasket and Bearings		Pumps and Motors	All
	Overhaul Components		Seals, Tubes and Hardware	Hardware-Pins-Seals-Bearings
External Engine	Aftertreatment DPFs		Undercarriage	Major Moving UC - HEX and SMTT
	Non-Overhaul Components			Non-Major Moving UC
	Radiator Groups and Parts			Rubber UC and Tires
	Small Engine Parts		GET	Bucket cutting edges and protection
	Spark Plugs			MTG cutting edges
Filters	Vee Belts			Other GET
	Air Filters			Paving wear parts
	Filter Bases and Parts			Retention
	Liquid Filters			Ripper / Scarifier
				Tips and Teeth

WE CREATE SOLUTIONS  
FOR A BETTER WORLD



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