



Put us to work for you.

**Customer Support Agreements
for Cat® Engines**

CATERPILLAR®

One solution for MAXIMUM PERFORMANCE and minimum costs.

When you purchase a Cat Generator Set, Industrial Engine or Marine Engine, you're getting more than a durable, dependable, economical power source. You're getting factory-backed expertise, experience and resources from us, your local Cat Dealer.

A Customer Support Agreement (CSA) — custom designed specifically for you — is one of the most convenient and

affordable ways we can help you take advantage of these valuable resources.

CSAs go by many names and cover many aspects of maintenance, repair and power system operation. These highly flexible agreements can range from scheduled inspections and preventive maintenance to before-failure overhauls and Total Cost-Per-Hour Guarantees. What services you include will depend on your equipment, your installation and your employee capabilities — factors we will carefully analyze with you before an agreement is proposed. Every CSA has one primary goal: to free up valuable time for you to focus on what you do best — managing and growing your core business.



A CSA begins with you.



One of the most important features of a CSA is flexibility. There are no pre-determined requirements or specific products or services that you must agree

to buy. Instead, every CSA is an individualized plan that fits your needs and your budget. Costs can be a flat rate monthly fee, some other agreement based on the type of service or repairs performed, or the actual engine operating hours.

Here are a few of the more common

Inspection Programs

At predetermined intervals, our trained technicians use advanced diagnostic tools to inspect all vital systems and components to prevent unexpected failure and the accompanying costs.

Preventive Maintenance

- On-site preventive maintenance performed at factory-recommended intervals
- Highly trained, skilled, experienced technicians
- S·O·SSM fluid analysis and trained interpreters help maximize engine life
- Written reports of all services provided
- Maintenance record-keeping
- Cat maintenance products and the latest parts for guaranteed protection and maximum performance

Everyone

can benefit from a CSA.

The need to manage costs is universal for all Cat Engine owners. That's why a Customer Support Agreement is the right business solution for Cat Engines in all types of applications. Regardless of the size of your operation, a CSA can save you time, help you budget more efficiently and accurately, manage risk and control unexpected costs.



More than a piece of paper, it's peace of mind.

Based on a careful analysis of your needs, a CSA can ultimately put guaranteed pricing, performance benchmarks, financing arrangements and other options in writing. Our commitment to fulfilling the agreement is supported by the best people and resources in the industry. And you can rest assured that those resources will be there when you need them.



Options:

Total Maintenance and Repair

With this option, we will provide all maintenance and repairs for a guaranteed cost. You can concentrate on other aspects of your organization while we manage your Cat power system investment.

Customized Agreements

An extensive list of services support a solution that is customized to fit your needs.

- Planned component replacement
- Maintenance record-keeping
- Parts availability and delivery guarantees
- Preventive Maintenance Kits
- Planning and installation consulting
- On-site technicians
- Emergency or supplemental equipment
- Firm-priced rebuilds
- Before-failure repairs
- Load bank testing for generators



Why choose a CSA?

- Simplifies budgeting
- Improves asset and cash flow management
- Maximizes residual value and return on investment
- Guarantees use of Cat parts
- Avoids need for workshop facilities and reduces employee training needs
- Eliminates need for costly diagnostic tools and parts inventory
- Permits convenient scheduling of service and maximizes availability
- Makes good business sense

Monitor fluids, minimize costs.

The simplest, most affordable way to see what's going on inside your engine is with Cat S-O-S fluid analysis. Through the periodic analysis of engine oil and coolant samples using sophisticated laboratory equipment, our technicians can spot component wear, contamination and other early warning signs, before they can cause problems.

Always the best products and services

One important benefit of any Customer Support Agreement is the exclusive use of Cat maintenance products and replacement parts. Combined with the experience and expertise of our technicians, these products and parts deliver the added value you demand from your Cat Engines.

Demand an extra measure of quality, and guarantee performance and value in all your preventive maintenance and repairs with genuine Cat maintenance products and replacement parts from us, your local Cat Dealer.

For more information, contact us today. Also visit the Caterpillar Engine Division Web site at: www.Cat-Engines.com

