

Customer Support Agreements



An agreement to increase productivity and lower costs

Regardless of what Cat® equipment you own, their ages or their applications, a Customer Support Agreement (CSA) guarantees timely, expert service to keep you on the job. You have more time to run your business, while we perform important service and maintenance tasks.

- Flexible service offerings and payment options
- Cover any piece of equipment, any age, any application
- Detect problems early, reduce repairs and downtime, and maximize equipment life
- Maximum uptime and equipment life
- Shift maintenance responsibility from you to your Cat Dealer

CATERPILLAR®

Customer Support Agreements

A step beyond warranties

Think about your current preventive maintenance practices and service needs, and consider who is best qualified to provide these services. As products become more sophisticated, chances are good that we can provide service in a more timely, efficient and cost-effective manner using the resources of our dealership. You save time, improve availability and have more resources to concentrate on other important aspects of your important business.

The key feature is flexibility

Customer Support Agreements are customized to fit your business needs, your equipment and your applications. There are no pre-set requirements or specific services that you must agree to buy. Instead, we will analyze how you work, where you work and the extent of your service capabilities to determine the type of CSA that is right for you. A number of payment options are also available to meet your business needs or cash flow concerns.

Preventive Maintenance (PM) Agreement

Preventive maintenance is one of the most effective ways to keep operating costs under control. But equipment maintenance is just one of your responsibilities—and if not managed effectively, it can keep you away from other business functions.

We can create an agreement that places responsibility for preventive maintenance with our experienced technicians. In our shop or on your job site, all services are performed to factory specifications.

- Highly trained technicians inspect and maintain your equipment.
- Written reports and analysis provide additional indicators that should be addressed to prevent costly repairs.
- S•O•SSM Fluid Analysis maximizes equipment life by identifying potential concerns and abnormal wear.



Major component service programs

Choose a specific machine system—engine, hydraulics, drive train, transmission or undercarriage, for example—and focus expert attention on the repair and maintenance of these components. This expertise supplements your current resources and strengthens your overall maintenance and repair program.

Equipment inspections programs

Our trained technicians provide complete inspection programs using years of experience and the most advanced diagnostic tools. Inspections are performed at factory-recommended intervals, and written reports are provided to let you know what's going on with your equipment and help you make more informed equipment management decisions.

Other recommended services

Minimize costs and maximize machine availability by focusing on three areas:

- Contamination Control—recommendations to prevent system contamination as well as steps to detect problems in equipment efficiency long before your operators notice them.
- S•Q•SSM Fluid Analysis—analysis of component wear rates and recommended actions.
- Technical Inspections—visual and performance checks of critical systems.

Total Maintenance and Repair (TM&R) Agreements

Depending on your existing resources, a Total Maintenance and Repair Agreement may be your best option for maximum productivity and cost savings. We can provide all maintenance and repair for a pre-set price, for a specified period of time. Repair management and planned component replacement are important elements of this option. A TM&R Agreement can ensure that you achieve the longest possible equipment life at the lowest possible cost per hour of operation.



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Customized agreements

A wide variety of options are available to ensure you receive the right CSA for your business needs. Here are just a few of the many choices:

Available Services

Preventive Maintenance
- Kits, filter & fluid changes, grease, lube
S-O-SSM Fluid Analysis
Equipment Inspections (Visual & Technical)
Operator Training
Work Performed On-site or in our Service Facilities
Minor Equipment Repairs
Rental/Lease Options to ensure Full Availability

Benefits of Coverage

Parts Availability
Expedited Service Turnaround Time
100% Genuine Cat Parts
Expert Technicians – Service & Consulting
Fixed Prices
Flexible Financing/Payment Options

We'll handle all of the paperwork...

- Maintain service history, increasing your resale value
- EPA regulations and proper disposal of hazardous material

Always the best products

Another important benefit of every CSA is the exclusive use of genuine Cat parts and maintenance products. They're your guarantee of quality, performance and value in all of your equipment service.

Condition Monitoring

Condition Monitoring uses equipment and application data (from multiple sources) to help you make informed application, maintenance, component replacement, and planned repair decisions. Condition Monitoring is comprised of the following elements:

- S-O-SSM Fluid Analysis
- Electronic Equipment Data
- Equipment Inspections (Visual & Technical)
- Site Operations & Maintenance Assessments (SOMA)
- Equipment History Data

Utilizing the five elements together, you will be able to better manage your equipment fleet over its life, lower your owning and operating costs, and increase your equipment availability, uptime and productivity.

CAT® DEALERS DEFINE WORLD-CLASS PRODUCT SUPPORT.

We offer you the right parts and service solutions, when and where you need them.

The Cat Dealer network of highly trained experts can help you maximize your equipment investment.

