



CAT[®] CUSTOMER VALUE AGREEMENTS

HASSLE-FREE OWNERSHIP TO MAXIMIZE YOUR MACHINE - AND YOUR UPTIME

HASSLE-FREE OWNERSHIP

- » Security of Expert Dealer Support
- » Peace of Mind Equipment Health Management

GUARANTEED PARTS AVAILABILITY

- » Parts the Next Day or When You Say
 - » Back to work in 2 Days or When You Say
- Or customers will receive up to \$1000 in cat credits

PRIORITY SERVICE

- » Priority Appointment Scheduling
- » Pre-Appointment Diagnostics
- » Dealer Labor, repair completed within 2 business days from initial customer authorization (or by customer specified repair date)

800-852-2287
WesternStatesCat.com

 WESTERN STATES



AVAILABLE CVA OPTIONS

Whether your operation handles maintenance or prefers dealer maintenance, Western States Cat has a Customer Value Agreement option that is easily customizable to fit your needs.

Aftermarket Options

Available for Cat® and Non-Cat Equipment

1

CONVENIENCE Parts Only Kit

CVA

When you're performing your own routine maintenance, we'll make it easier to get the genuine Cat® parts that you need to get the job done. You will also get your oil analyzed at the Western States Scheduled Oil Sampling lab to monitor machine health which will be uploaded to VisionLink for future reference.

2

PERFORMANCE Full-Service

CVA

We'll handle basic Preventive Maintenance for any machine to help you keep scheduled downtime to a minimum. In addition to all the genuine Cat® parts and oil needed for complete PM service, we'll provide the labor performed by a Cat® trained Western States Technician.

Pre-Paid Point-of-Sale Options

Available for Cat® Equipment ONLY

3

PERFORMANCE + Full-Service with Component Coverage

CVA

Along with all options included with the **Performance CVA**, you can also add peace of mind with machine component coverage. Some component coverage may require inspections, oil sampling and repairs for eligibility.

4

CONFIDENCE Full-Service with Machine Coverage

CVA

Along with all options included with the **Performance CVA**, you can also add full machine warranty coverage at time of your new machine purchase. This option reduces your risk of price and labor increases throughout the life of the agreement. Also, taking advantage of dealer performed maintenance and manufactures warranty coverage, you can now better forecast your total cost of machine ownership.

LET'S GET STARTED



Scan QR code.

1 TALK TO US

A quick conversation about your operation will reveal which CVA best suits your needs.

2 GET CONNECTED

Link your company to VisionLink to access machine data for the equipment covered by your CVA.

3 MONITOR RESULTS

You get easy access to digital monitoring tools that give you the ability to access important operating parameters for your business anywhere you have an internet connection.



**EASY TO OWN.
READY TO WORK.
THAT'S A CVA**

Service



WHAT YOU GET WITH EVERY CVA CONTRACT

VisionLink® & Cat Central Connectivity

Any machine equipped with a Product Link device can be connected to VisionLink, allowing you to anticipate service needs using real-time data. By monitoring operating hours, we'll automatically schedule your Preventive Maintenance Kits complete with Genuine Cat Filters and Western States Scheduled Oil Sampling supplies so you can stay on track with your CVA service schedule.

Cat Central complements this by offering 24/7 access to parts specialists and a seamless way to search for and purchase genuine Cat parts tailored to your assets. Simply link your equipment to the app to unlock machine-specific information, warranty details, and rewards all in one convenient place.

*Unconnected machines only. Subscriptions package shall be VL Connect.



WESTERN STATES SERVICES COMMITMENT

Guaranteed Parts Availability

As part of our Service Commitment in a CVA, your maintenance and common repair parts will be available when you need them. Dealer labor completed within 2 business days from initial customer authorization. If they're not, we'll help cover the costs by giving you a Cat Prepaid Credit for the value of the late part up to \$1,000.

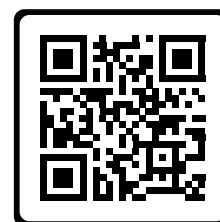
*Exclusions apply.



CUSTOMIZABLE & AFFORDABLE

Available on New, Used & Existing Fleet

Cat® Customer Value Agreements (CVAs) are easy ownership plans fit to your business needs to extend equipment life and maximize your investment. Whatever your industry, whatever your Cat® product — keeping it in excellent condition means more production and lower costs. That's a CVA.



Scan QR Code
to Learn More



WE'RE READY WHEN YOU ARE.
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