



CUSTOMER VALUE AGREEMENTS

PREVENTIVE MAINTENANCE SOLUTIONS

Hastings Deering



WE'VE REDEFINED PREVENTIVE MAINTENANCE TO PROVIDE A MORE COMPREHENSIVE, STANDARD APPROACH THAT ENSURES YOU CAN FOCUS ON THE JOB AT HAND.

YOUR OPTIONS

DO YOU WANT TO FIT THE PARTS ON YOUR OWN?

LEVEL 1: CONVENIENCE

- ✓ **Proactive Parts Delivery**
Preventive maintenance kits proactively dispatched to your selected location.
 - ✓ **10% discount on filters, fluids and SOS sample kits**
 - ✓ **Machine alerts**
Automated machine recommendations available via HD360.
- Our Commitment**
- PM parts ready for pick-up or dispatch on the agreed need-by-date or by end of the next business day or receive Cat® credits for the value of the parts up to \$1000.*

DO YOU WANT US TO FIT THE PARTS?

LEVEL 2: PERFORMANCE

ALL BENEFITS OF CONVENIENCE, PLUS:

- ✓ **Proactive Dealer Servicing**
Hastings Deering will proactively contact you to schedule and perform preventive maintenance services, so you have ample time to plan.
- ✓ **10% discount on filters, fluids and SOS sample kits**
- ✓ **Price Guarantee**
12 months fixed price on Cat PM parts and dealer labour.
- ✓ **Dealer servicing**
Our trained technician will fit the parts, complete routine inspections and take oil samples for analysis.

Our Commitment

- Technician on site on agreed date for PM services or receive Cat credits for up to 2 hrs of labour.
- If you need repair parts, they will be ready for pick-up or dispatch on the agreed need-by-date or by end of the second business day or you will receive Cat® credits for the value of the parts up to \$1000.*

WHY CVA'S

- ✓ **Proactive maintenance:** PM parts sent and jobs scheduled proactively by Hastings Deering, so you can focus on the job.
- ✓ **More value:** Condition monitoring, parts discounts and on-time Services Commitment.*
- ✓ **Our Services Commitment:** Your genuine Cat parts and your dealer service technician will be there when promised.
- ✓ **Less downtime:** Keep machines running longer with structured servicing.

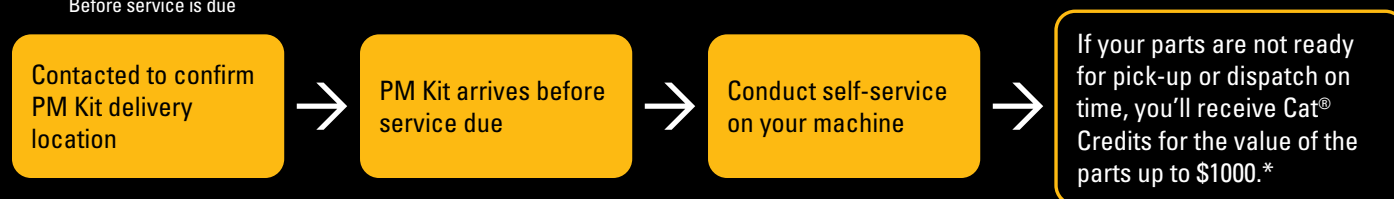
IT'S MORE THAN AN AGREEMENT, IT'S A PROMISE

A CVA GIVES YOU MORE THAN JUST PARTS AND SERVICING — IT PROVIDES PEACE OF MIND, ENSURING YOUR EQUIPMENT RUNS SMOOTHLY WITH MINIMAL DOWNTIME AND REPAIR COSTS.

WHAT TO EXPECT For each preventive maintenance service due:

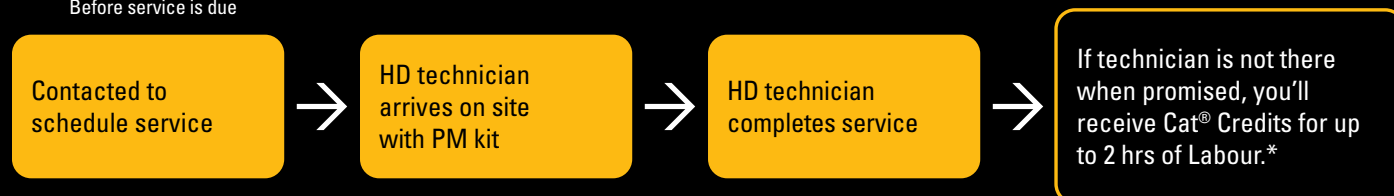
LEVEL 1: CONVENIENCE

Before service is due



LEVEL 2: PERFORMANCE

Before service is due



Service intervals

These intervals are based on the last reported machine hours and estimated annual utilisation. These schedules follow Caterpillar service recommendations for each model.

Cat Preventive Maintenance Kits

Providing everything needed for preventive maintenance in one convenient package. With genuine Cat parts and SOS sample kits, they enhance equipment protection, extend component life, and lower operating costs.

For more information about Customer Value Agreements or to request a quote, contact your sales representative or via the details below.

cva@hastingsdeering.com.au | 131 228 | hastingsdeering.com.au

Hastings Deering



*Terms & Conditions apply