TOTAL POWER COVERAGE. TOTAL PEACE OF MIND.

CUSTOMER VALUE AGREEMENTS – EXTENDED SERVICE COVERAGE



CUSTOMER VALUE AGREEMENTS (CVAS) FOR STANDBY APPLICATIONS

Power outages can be unpredictable, so having reliable backup power is more important than ever. With a Customer Value Agreement (CVA) including an Extended Service Coverage (ESC), you get more than just protection, you get confidence that your operation will run – no matter what.

These solutions work together to keep your backup power system ready to run, with planned maintenance, unexpected repair coverage, and expert support built right in. Whether you're managing a facility or protecting essential operations, CVAs combined with ESCs can help you minimize downtime, control costs, and eliminate the stress of surprise repairs.

HASSLE-FREE

MAINTENANCE AND OWNERSHIP

+ Ensure proactive maintenance and guaranteed component life, so your power asset performs to factory specs with less stress and more confidence.

PEACE OF MIND

FROM ASSET HEALTH MANAGEMENT

+ Stay ahead of issues with 24/7 remote monitoring and expert insights into your genset's performance. Get alerts when key components need attention:
  - Battery Health
  - Fuel Level
  - Engine Status
  - Coolant System

SECURITY

OF EXPERT DEALER SUPPORT

+ Extended Service Coverage (ESC) protects you from unexpected repair costs with flexible coverage options for parts and labor – even years after your factory warranty ends.

BUILT READY.

TAILORED TO YOU.

Cat® equipment is built to perform, and with the right support it performs even longer. With customizable CVAs, you get protection, performance, and peace of mind in one powerful package. Discover the three levels of CVA options designed to keep your Cat equipment performing longer.

		LEVEL 1	LEVEL 2	LEVEL 3
	VALUE PROMISE	1+ YEAR Recommended	3+ YEARS Recommended	5+ YEARS Recommended
HASSLE-FREE MAINTENANCE AND OWNERSHIP	Locked-in Costs Up Front	•	•	•
	Genuine Cat® Parts Delivered at Right Time, Right Place	•	•	•
	Cat Fluids	•	•	•
	Trained Dealer Labor		•	•
PEACE OF MIND FROM ASSET HEALTH MANAGEMENT	Access to Asset Data via VisionLink™	•	•	•
	Condition Monitoring Advisor Recommendations	•	•	•
	Fluid Health Management via S•O•S℠ Services	•	•	•
	Inspections via Cat Inspect	Customer-Performed	Dealer-Performed	Dealer-Performed
	Extended Service Coverage (ESC)	•	•	•
	Uptime and Performance Guarantees			•
SECURITY OF EXPERT DEALER SUPPORT	Planned Rebuilds and Upgrades			•
	Priority Access	Parts	Parts and Service	Parts, Service, and Uptime
	Regulatory and Compliance		•	•

Cat CVAs including ESCs ensure your standby genset is always ready – delivering reliable backup power without the stress. From routine maintenance to unexpected repairs, you're covered with expert support that keeps your operations running and your business protected, no matter what the grid throws your way.

CONTACT YOUR LOCAL CAT DEALER FOR COMPLETE PROGRAM DETAILS.

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