# **CUSTOMER VALUE AGREEMENT**

"Hassle-Free Maintenance, Guaranteed!"



#### **TECHNICAL ANALYSIS 2 (TA-2)**

Get complete and in-depth inspections performed by Cat-certified technicians equipped with proprietary diagnostic tools.



### **EMERGENCY CALL (E-CALL)**

We got you covered with emergency diagnostic and troubleshooting services exclusive to Monark CVA customers.



#### PREVENTIVE MAINTENANCE SERVICES (PMS)

Never miss a PM again with the help of your CVA Coordinators who will schedule your next PMS for you based on Cat-recommended intervals.



#### PRODUCT LINK

Remote, accurate, and timely collection of equipment data.



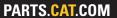
# VISIONLINK (Machine) & REMOTE ACCESS MONITORING (Engine)

Enjoy complete suite of fleet management solutions with easy-to-use online interface



#### My.Cat.Com

Access all your equipment information from any location, anytime, using any device.



#### Parts.Cat.Com

24/7 parts shop Fast, Easy, Convenient



### SOS FLUID ANALYSIS

Let expert lab technicians provide you with comprehensive report on fluid condition, contamination levels, and possible internal wears.



## POST-VISIT REPORTS

Receive comprehensive reports for each CVA visit.



#### **CUSTOM TRACK SERVICE**

Complete inspection of undercarriage system to help determine timely and most cost-effective UC replacement strategy.

# FOR QUESTIONS / INQUIRIES:

Phone: +63 2 8 634 4265 Mobile: +63 917 314 3745

Email: customercare@monark-cat.com



Every piece of Cat® equipment is built to provide maximum productivity throughout its working life. Maintain that built-in value through a **CUSTOMER VALUE AGREEMENT (CVA)**.

**CUSTOMER VALUE AGREEMENT (CVA)** is a maintenance program which can be customized to cover a wide range of services. It comes in all shapes and sizes— from simple PM Kit agreements to a more sophisticated full maintenance contracts, and everything in between.

Remove the maintenance burden from your shoulder by partnering with Monark in managing the health and performance of your equipment thru **CUSTOMER VALUE AGREEMENT (CVA)**. At the same time, enjoy these benefits exclusive to our CVA customers:



**Emergency Response.** When you enroll to Customer Value Agreement, you are guaranteed of free emergency diagnostic and troubleshooting services, and access to a dedicated CVA team who can provide fast and reliable responses to problems requiring immediate solutions. An exclusive service available to CVA customers to ensure your peace of mind.

**Dedicated CVA Team.** Signing up a Customer Value Agreement means getting a full team dedicated to support you in maintaining your Cat unit— from coordinators to field technicians, to condition monitoring analysts. Never miss a PM again with our CVA Coordinators to remind you of your next schedule 2 weeks in advance. Field technicians are readily available to perform PM or Repair or Emergency Troubleshooting on your CVA-enrolled unit. While Condition Monitoring Analysts are analyzing your equipment data to provide you expert equipment management advice and warning against any potential problems.





Higher Resale Value. Proof of maintenance enhances equipment value regardless of age or hours. By signing up a Customer Value Agreement, not only is your PMS done on-time, completely, and with Cat genuine parts, you are also assured that it is done by expert technicians with complete Cat tooling and training. Comprehensive reports and recommendation for every CVA visit done on your equipment is also provided.

**Exclusive Savings.** Enjoy exclusive discount on parts and repairs when you enroll to Customer Value Agreement, plus rest assured that parts prices are protected against price adjustments within the full duration of the contract.



# **CVA APPLICATION FORM**

Ref. No.:	 
Date:	 

I.	A	CC	OU	INT	DE	TAI	LS

I. ACCOUNT DETAILS			
Name of Company			
Authorized Representative 1		Authorized Representative 2	
Designation		Designation	
Contact No.		Contact No.	
E-mail		E-mail	
II. EQUIPMENT INFORM	IATION		
Unit no. 1	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location
Unit no. 2	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location
Unit no. 3	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location
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Unit no. 4	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location
Unit no. 5	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location

## **III. CONTRACT DETAILS**

MACHINE		PERFORMANCE VALUE PACKAGE PACKAGE Incl. Freq. Incl. Freq.		CUSTOMIZED			OPTIONAL						
						Incl.	Freq.		OF HOUAL				
SNC	PM (Preventive Maintenance) Parts	<b>✓</b>	Every 500hrs	<b>✓</b>	Every 500hrs			SI	ProductLink Retrofit				
INCLUSIONS	PM (Preventive Maintenance) Labor	<b>✓</b>	Every 500hrs					ADD-0NS	VisionLink Subscription	on <sup>1</sup>			
TA-2 (Technical Analysis 2) Diagnostic Inspection		<b>✓</b>	Every 1000hrs					A A	RAM (Remote Access	Monitoring)	Subscription	2	
		PERFORMANCE PACKAGE		VALUE PACKAGE		CUSTOMIZED							
ENGINE			RMANCE CKAGE		LUE CUSTOMIZED  1 Applicable for Machine 2 Applicable for Engine								
INCLUSIONS	LINGINL	Incl.	Freq.	Incl.	Freq.	Incl.	Freq.		opiicable for Engine Technical Report is provided for every compl			l visit	
	PM (Preventive Maintenance) Parts	<b>✓</b>	Every 500hrs	$\checkmark$	Min. Once a Year			• If av	ailing VALUE PACKAGI	niling VALUE PACKAGE, customer is required to			
	PM (Preventive Maintenance) Labor	<b>✓</b>	Every 500hrs						t least one visual walk-around inspection repor nit using the FREE Cat Inspect app within the 1- ne contract. This will help the CVA Coordinators M scheduling advice throughout the contract p nailure to do so will invalidate Signing Bonus.				
	TA-2 (Technical Analysis 2) Diagnostic Inspection	<b>✓</b>	Every 1000hrs									s to do accurate	
2	Insulation Resistance Test	<b>✓</b>						PM .					
		PERFORMANCE PACKAGE		VALUE PACKAGE		CUSTOMIZED		Tanc	ii e to uo so wiii iiivaiiu	ate orgining	DUITUS.		
Contra	act Duration (whichever comes first):			_ Year(s	()			Hour	s				
Prefer	red Day & Time of Visit: Wee	kday	Γ	We	ekend			Holiday					
	SIGNING BONUS								MAC PERFORMANCE PACKAGE		ENGI PERFORMANCE PACKAGE		
Disc	ount on Contract Inclusions (Parts)								<b>✓</b>	<b></b>	<b>✓</b>	<b>~</b>	
Disc	ount on Repair Recommendations *								<b>✓</b>		<b>✓</b>		
Disc	ount on Parts Purchase *								<b> </b>		<b>✓</b>		
Disc	ount on TA-2 Requests *									<b>✓</b>		<b>✓</b>	
Disc	ount on Cat Product Link Kit								✓		<b>✓</b>		
FREE	E Emergency Call (E-call) **								1x per		1x per		

FREE My.Cat.Com account FREE Parts.Cat.Com account FREE SOS Online account Comprehensive Post-visit Reports

Dedicated CVA Team

<sup>\*</sup> Repair/Parts/TA-2 should be intended for the unit enrolled to CVA, and placed within contract duration. Submit to your Monark Representative upon completing the form.

\*\* Units will undergo technical evaluation by Monark's Cat-certified technicians prior CVA enrollment.