



CAT® CUSTOMER VALUE AGREEMENT (CVA) FOR MINING

SHAPE YOUR PLAN FOR REAL RESULTS. THAT'S A CVA.

Cat® Customer Value Agreements for Mining —equipment ownership plans tailored by your dealer for the needs of your operation.



WHAT ARE CVAS FOR MINING?

Cat Customer Value Agreements for Mining are customizable plans for your equipment — new or used — to do more work with lower, more predictable costs. From delivered maintenance kits to flexible payment options to tailored component cost-per-hour guarantees, it's a convenient plan to get the most from your equipment throughout its lifecycle.

With any CVA for mining, your dealer explores a range of options across four key value areas.

- Hassle-Free Ownership to get the most from your equipment through one plan with options for cost-per-hour pay structures
- Hassle-Free Maintenance with the right parts delivered on schedule, right to your location, along with optional dealer labor
- Security of Expert Dealer Support with inventory management and component protection through assurance programs
- Peace of Mind from Equipment Health Management with inspections and machine alerts to reduce costs and stay working

Throughout this brochure, review the starting frameworks for these flexible CVA types.

- **Maintenance for Mining CVAs** with the right parts delivered right on time and flexible maintenance service options
- **Hose & Couplings CVAs** — for Cat or mixed fleets — to manage inventory and control costs, from delivered kits to onsite containers with pay-per-use options
- **Undercarriage CVAs** with zero upfront costs, pay-per-use options and scalable coverage from parts up to repairs and rebuilds
- **Powertrain Guarantee CVAs** with protection and assurance beyond the standard warranty — and a pay-per-use cost structure



HOW CAN YOUR OPERATION BENEFIT FROM CVAS FOR MINING?

1

**UP TO 50% LONGER COMPONENT
LIFE WITH CAT FILTERS**

2

100% HASSLE-FREE EXPERIENCE

3

MAXIMUM UPTIME

CVAs for mining help you maximize equipment health, keep your fleet moving and get the most from your investment. With built-in cost controls and a range of guarantees, your dealer can tailor these plans to bring convenience to your work and results to your business. These flexible plans provide value across the lifecycle of equipment ownership.

- Maintenance CVAs deliver the right parts at the right time, with genuine cat parts to extend component life up to 50%.
- Component CVAs ensure your costs are controlled and predictable — with cost-per-hour guarantees for your undercarriage, ground engaging tools (GET) and hydraulic hose and couplings. You pay for the life your component achieves.

Whether your machines are new or used, Cat or another make, across-the-board solutions await your fleet. They're your plans, with your preferences, to get more work done at a lower total cost.



MAINTENANCE FOR MINING CVAS

On any plan, get the right parts on time — parts that can extend component life by up to 50%. Choose scalable options, from delivered kits for do-it-yourself maintenance up to flexible dealer labor and component assurance programs. All that and more, right this way.

Choose from three levels of customizable CVA service:

1. **Convenience** — Your crew provides the labor. Your Cat dealer provides preventive maintenance (PM) kits with the right parts, right on time.
2. **Performance** — In addition to providing timely planned maintenance (PM) kits, your Cat dealer performs PM4 (2,000-hour) services and inspections on site.
3. **Confidence** — Includes fully dealer-managed PM kits and services, with inventory management, tracking, planning, logistics and execution.

With all three levels, trained Cat dealer technicians are available to troubleshoot your equipment, provide capacity and capability consulting, and minimize risks to your assets.

Dealer-executed PM and TA1 inspections and real-time machine health monitoring provide accurate, timely service alerts, reducing unplanned downtime and saving on repair costs.

1

3 LEVELS OF SERVICES

2

OPTIMUM CAPABILITY & PERFORMANCE

3

100% HASSLE-FREE EXPERIENCE



VALUE PROMISE		CONVENIENCE	PERFORMANCE	CONFIDENCE
TERMS (auto-renewal recommended)		2 OR 3 YEARS	2 OR 3 YEARS	3 OR 5 YEARS
Hassle-Free Ownership	Flexible payment terms (single monthly payment with machine financing)	✓	✓	✓
	Parts loyalty commitment incentive pricing (on 3-year CVA or longer)	✓	✓	✓
	Reduced customer parts inventory and streamlined procurement for all PMs	✓	✓	Vendor-managed inventory
	Helpful advice on equipment and operations	✓	✓	✓
Hassle-Free Maintenance	Genuine Cat® parts for all PMs, delivered on time to your location	Dealer-assembled PM kits	Dealer-assembled PM kits	Dealer-assembled PM kits
	Engine air filters	Included	Included	Included
	Dealer labor	Optional	PM4 (2,000-hour PM)	All PMs 1 to 4
	Genuine Cat fluids	Optional	Recommended	Recommended
Security of Expert Dealer Support	Option to add component life guarantees and share risk		Component Assurance Programs (MCAP/AMCAP) with POS CVA or Aftermarket CVA, Turbos & Injectors Protection Program (CCPP) with Aftermarket CVA	
	Dealer-provided training and cap & cap consulting		PM bay configuration consulting	PM bay configuration consulting, contamination control training
	Expert troubleshooting, diagnostics and repairs		Dealer tech takes care of general repairs, backlog items during visits	
Peace of Mind from Equipment Health Management	Easy access to asset information via machine alerts and Cat App	✓	✓	✓
	Inspections (Cat Inspect app recommended)	Customer-performed PM and TA1 inspections	Dealer-performed PM4 and annual TA1 inspections	Pre-PM inspections, dealer-performed PM and annual TA1 inspections
			ECM software upgrades by dealer tech (based on geographic region)	ECM software upgrades by dealer tech (based on geographic region)
	Fluid health (pricing incentive for using Cat S•O•S SM)	Fluid health analyses	Fluid health analyses	Fluid health analyses
	Connectivity (standard)	Connectivity (for daily hours & location) through Caterpillar/ Product Link™ / Minestar Health Equipment Insights		
	Asset health monitoring (optional upgrades)	Alerts and advice, using Condition Monitoring (CM) services to maximize repair-before-failure component lives		
				Extended change intervals on Cat filters and fluids (if included), recommended by CM Advisor

HOSE & COUPLINGS CVAS

Cat Hose & Couplings (H&C) CVAs for mining equipment are hassle-free, whole-fleet maintenance management solutions for your equipment's hydraulic systems. No matter which level of service you choose, your H&C CVA will deliver maximum convenience and uptime, with options matched to the needs of your business and maintenance operations.

Choose from three levels of customizable CVA service:

1. **Convenience** — Your Cat dealer provides parts, supplies and flexible tooling options. Your crew provides assembly and installation labor.
2. **Performance** — Your Cat dealer assembles your hoses and couplings as needed and provides machine H&C inspections.
3. **Confidence** — Includes complete assembly, inspection, installation and inventory management services. Your Cat dealer takes care of your H&C needs while you take care of your business.

Complete inventory management is included with all levels. Your Cat dealer will make sure that you always have the parts and supplies you need on hand.

Hydraulics Advisor reports are also included, providing you with vital information about the status of your hydraulic systems.

1 100% CONVENIENCE

2 MAXIMUM UPTIME

3 ZERO UPFRONT COST ON TOOLING & STOCK



VALUE PROMISE		CONVENIENCE	PERFORMANCE	CONFIDENCE
TERMS (auto-renewal recommended)		1 YEAR	1 OR 3 YEARS	3 OR 5 YEARS
Hassle-Free Ownership	Pay per use	✓	✓	✓
	Cost per hour (CPH)*	N/A	Optional	Optional
	Flexible tooling program*	✓	✓	✓
	Competitive inventory buy back*	✓	✓	✓
Hassle-Free Maintenance	Dealer labor for hose assembly	N/A	✓	✓
	Service instructions & training	✓	Optional	Optional
	Inventory management by dealer (VMI)	✓	✓	✓
Security of Expert Dealer Support	Expert support	Remote	Remote & on site	Remote & on site
	Guaranteed delivery ** (non-planned hose assembly replacements)	24-hr. turnaround	12-hr. turnaround	4-hr. turnaround
	Full fleet solution	Optional	Optional	✓
	Fitting service (hose replacement in the machine)	N/A	Optional	✓
Peace of Mind from Equipment Health Management	Easy access to asset information	Catalog	Catalog + HIS	Catalog + HIS
	Inspections	Cat Inspect by customer	Onsite visit by dealer	Onsite visit by dealer
	Hydraulics Advisor (alert and advise reports)	H&C only	H&C only	Hydraulics system
	Certified hose assembly (1-year warranty on dealer-assembled hoses)	N/A	✓	✓

*Support programs and payment model are offered based on the agreement length, fleet size and hose consumption.

**Guaranteed delivery specified in hours is recommended. Dealer may elect to sign an agreement that includes fewer or more hours, depending on distance to customer.

GROUND ENGAGING TOOLS CVAS



Cat Ground Engaging Tools (GET) CVA frameworks are in progress.
Ask your dealer about a customized solution for your GET today.

UNDERCARRIAGE CVAS

Available on track-type tractors, Cat Undercarriage CVAs are tailored plans for you to maximize your undercarriage investment. It starts with controlled cash flow — zero upfront cost and you pay only for the hours your undercarriage achieves, which can be up to 20% more than the competition. Other flexible options range from replacement kits, dealer labor and managed inventory. It's one hassle-free undercarriage solution — crafted to fit the needs of your business.

Choose from three levels of customizable CVA service:

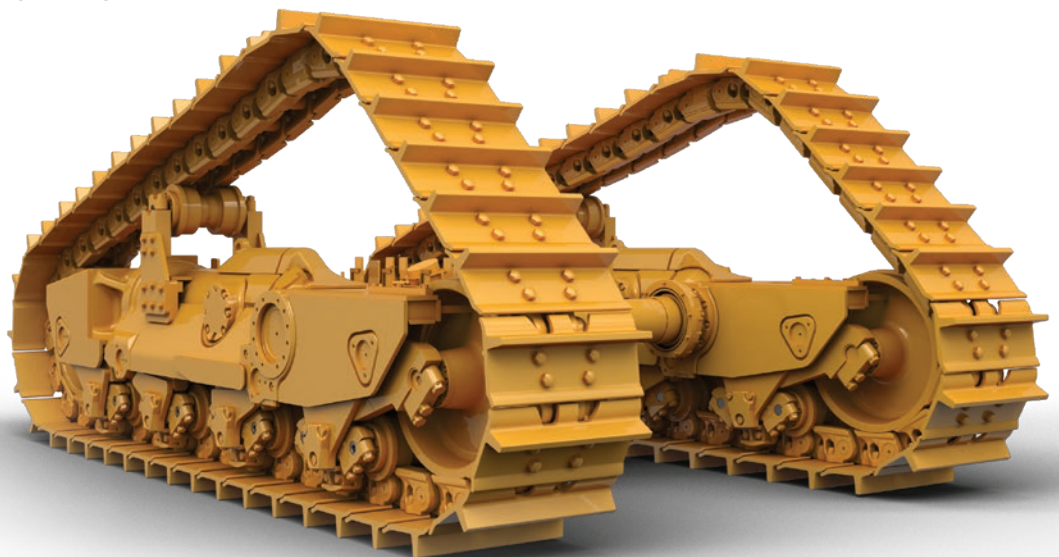
1. **Convenience** — Get delivered undercarriage replacement kits containing genuine Cat parts, service instructions and tooling, optional dealer labor and undercarriage selection advice — all with a cost-per-hour payment structure.
2. **Performance** — Take advantage of dealer labor, moving wear part replacements and running repairs — along with component inventory control managed by your Cat dealer and a cost-per-hour payment structure.
3. **Confidence** — Make your move for total undercarriage management. Includes moving wear parts, repairs and even rebuilds. Across the lifecycle, get complete dealer support with labor, wear reports, selection consultation and guaranteed parts replacement downtime.

Complete inventory management is included with all levels. Your Cat dealer will make sure that you always have the parts and supplies you need on hand.

1 ZERO UPFRONT COST

2 MAXIMUM UPTIME

3 UP TO 20% MORE UNDERCARRIAGE LIFE



VALUE PROMISE		CONVENIENCE	PERFORMANCE	CONFIDENCE
TERMS (auto-renewal recommended)		3 YEARS	3 YEARS	TARGET LIFE
Hassle-Free Ownership	Cost per hour (CPH)*	Moving wear parts	Moving wear parts and running repairs	Moving wear parts, repairs and system rebuild
	Invoiced in arrears			
Hassle-Free Maintenance	Genuine Cat parts delivery	Undercarriage replacement kit	Dealer managed	Total undercarriage management
	Service instructions & tooling	✓		
	Trained dealer labor	Optional	✓	✓
Security of Expert Dealer Support	Asset protection	Remote	Remote & on site	Remote & on site
	Asset optimization	24-hr. turnaround	12-hr. turnaround	4-hr. turnaround
	Right parts at the right time	Optional	Optional	✓
	Guaranteed replacement downtime			✓
Peace of Mind from Equipment Health Management	Easy access to asset information	Machine alerts and Cat App	Machine alerts and Cat App	Electronic alerts and wear specialists reports
	Inspections	Quarterly CTS inspections	Monthly CTS inspections	Monthly CTS inspections
	Wear specialist management	✓	✓	✓

POWERTRAIN GUARANTEE CVAS

A Powertrain Guarantee CVA for Cat® large wheel loaders and off-highway trucks offers valuable protection and assurance after the standard machine warranty expires. Your guarantee includes a CVA tailored to your specific needs — flexible for your operation and anchored with the right parts for planned maintenance — with options for do-it-yourself service or trained dealer labor. **Please see the requirements below.**

Enrollment in a CVA as customized by your dealer using genuine Cat parts.

Follow Owning & Operations Manual guidelines for maintenance and operation.

Fluids Analysis per dealer recommendations.

Condition Monitoring Inspections – Quarterly inspections: see dealer for details.

OHT POWERTRAIN GUARANTEE CVA		PREMIUM
Component Guarantee	Prorated coverage	Full coverage
Covered Replacement Labor	Labor and R&I included	Labor and R&I included
Condition Monitoring & Maintenance Management	Dealer	Caterpillar

1

MAXIMUM UPTIME

2

LOWER COST OF OWNERSHIP

3

UP TO 25% INCREASE IN COMPONENT LIFE

MINERS AROUND THE WORLD SHAPE THEIR PLAN FOR RESULTS

When we say CVAs are flexible, we mean it. Around the globe, mining customers are customizing plans to support their operations and control their costs. Check out some of the plans these tailored plans — and work with your dealer for a full-fleet solution to meet your working demands.



UNITED STATES — COAL FIELD

- **The Challenge** was to rebuild budget predictability and add value with component rebuilds.
- **The Solution** was a CVA across 224 machines with PM parts, equipment health monitoring and “not-to-exceed” pricing on powertrain and cylinder components.
- **The Results** are measured by predictable maintenance costs, as well as the reliability and performance of equipment.



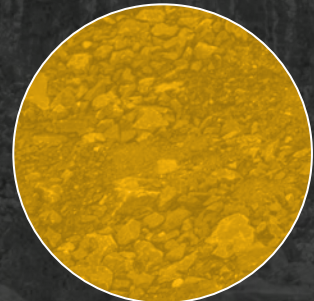
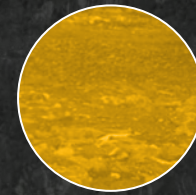
CANADA — COPPER MINE

- **The Challenge** was to shift from CapX model to OpX solution for undercarriage and GET management.
- **The Solution** was a three year CVA for GET and undercarriage across 16 machines in total, with dealer-managed wear parts service solutions.
- **The Results** are measured by extended component life, consistent inventory and lower total cost of ownership.



SOUTH AFRICA — MINERAL MINE

- **The Challenge** was to establish a set cost-per-ton, with predictable GET changeout costs and a fixed rate for supply and delivery.
- **The Solution** was a CVA for all GET on two hydraulic mining shovels, with parts changeouts and a dedicated dealer wear specialist to measure and control cost-per-ton throughout the equipment lifecycle.
- **The Results** are measured by extended GET life, predictable changeout costs, cost-per-ton and lower overall GET parts costs.



WORK WITH YOUR CAT DEALER ON YOUR OPERATION'S CVA

Your Cat dealer can walk you through CVA options to best meet your operation's needs — whether your machine is new or used, whether your operation handles maintenance or prefers dealer maintenance, and whether you prefer a general maintenance plan or a component cost-per-hour CVA.

KAZAKHSTAN — COPPER MINE

- **The Challenge** was — on a mixed fleet — to ensure a cost-per-hour with guaranteed availability on GET.
- **The Solution** was a one-year CVA for GET on two mixed fleet machines with set cost-per-hour with onsite stock and regular wear management inspections and reports.
- **The Results** were a 5% lower cost-per-hour and guaranteed GET inventory for mixed fleet equipment.

CHILE — COPPER MINE

- **The Challenge** was to ensure cost-per-ton on GET, increase durability and reduce maintenance downtime.
- **The Solution** was a CVA on electric rope shovels with onsite stock, regular wear management inspections and weekly reports.
- **The Results** are measured by a fixed cost-per-ton and a reduction in downtime from GET quality and availability.

AUSTRALIA — GOLD MINE

- **The Challenge** was to reduce GET cost-per-ton, improve productivity and reliability.
- **The Solution** was a hydraulic mining shovel three-year CVA on GET support onsite with bucket inspections, scanning and performance reporting. It also included guaranteed supply and inventory stocking.
- **The Results** were longer tip life by 5% and a 14% reduction in actual annual GET consumption versus estimated consumption.



LEARN MORE ABOUT CVAS FOR MINING AT

WWW.CAT.COM/MININGCVA

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The photos shown here were captured before the COVID-19 pandemic. Caterpillar follows stringent measures – including wearing masks and social distancing – to continue working safely.

Subject to restrictions and availability. Additional terms and conditions may apply. Contact your Cat dealer for more information.

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