



CAT® CUSTOMER VALUE AGREEMENTS (CVA)

KEEP YOUR EQUIPMENT EASY
TO OWN AND READY TO WORK



What is a CVA?

Cat® Customer Value Agreements (CVAs) are all about making your ownership experience simpler, smarter, and more reliable.

With a CVA, you get **hassle-free maintenance**—genuine Cat parts delivered right on time, right to your door, complete with easy step-by-step instructions. It's all bundled into one predictable monthly payment, so you can focus more on the job and less on the paperwork.

You're also backed by the **security of expert dealer support**, including Equipment Protection Plan (EPP) options for new machines and coverage for components on your existing equipment—helping you avoid unexpected repair costs.

And for **total peace of mind**, **Equipment Health Management** gives you timely machine alerts, inspections, and fluid analysis to keep your fleet running at its best.

TOROMONT



NEXT-DAY PARTS. TWO-DAY REPAIR.*



TOROMONT



**GETTING YOU
BACK TO WORK.**

OUR SERVICES COMMITMENT: TOROMONT FAST TRACK

Exclusive with a CVA, Toromont Fast Track guarantees next-day Cat® parts and two-day repairs. And if we don't deliver, we cover the cost.

We are proud to be your trusted dealer, dedicated to keeping your operations running smoothly. In addition to the Cat Services Commitment, we offer you even more! Toromont Fast Track* ensures rapid access to parts, priority service, real-time repair updates, and hassle-free warranty repairs and updates — so you're back to work faster.

CONVENIENCE CVA

Sign or renew this CVA plan and get:

- Common maintenance and repair parts Next Day or when you say so, otherwise you'll receive Cat Credits.
- Most advanced remote firmware updates at no cost.
- Maintain full asset reporting capabilities at no additional cost (Product Link).
- All parts and service quotes come with a 60-day price guarantee.

PERFORMANCE CVA

Sign or renew this CVA plan and get:

- All the Convenience CVA values plus:
- Hassle-free warranty repairs at no cost.
- Priority service in-shop or in the field, with jobs completed in two days or when you say so—guaranteed. If not, you'll receive Cat Credits of \$1,000 per repair.
- Progress updates so your team knows exactly when your machine is being serviced and how soon you can get it back.

CONFIDENCE CVA

Sign or renew this CVA plan and get:

- All the Performance CVA values plus:
- If downtime exceeds five working days, we'll match it with up to three months of rental support—at 50% off the rental rate.

WHICH CVA CUSTOMER VALUE AGREEMENT IS BEST FOR YOU?

CONVENIENCE CVA | PERFORMANCE CVA | CONFIDENCE CVA

| TERMS | | | CONVENIENCE (DO IT MYSELF) | PERFORMANCE (WORK WITH ME & DO IT FOR ME) | CONFIDENCE (MAINTENANCE AND REPAIR CONTRACT) |
|--|--------------------------|--|--------------------------------|---|---|
| | | | Planned Maintenance (PM) parts | PM parts and labour + protection | PM parts and labour + additional maintenance and protection |
| | | | 1 OR 3 YEARS | 3 OR 5 YEARS | 5 YEAR |
| HASSE-FREE OWNERSHIP & MAINTENANCE | FLEXIBLE PAYMENT OPTIONS | Flexible payment options (with machine, monthly, other financing) | ✓ | ✓ | ✓ |
| | | Helpful advice on equipment and operations | ✓ | ✓ | ✓ |
| | | Cat genuine parts, delivered on time to your location | ✓ | ✓ | ✓ |
| | | Cat fluids | RECOMMENDED | ✓ | ✓ |
| | SERVICES COMMITMENT | Services commitment, including service response time guarantee | MAINTENANCE PARTS | MAINTENANCE & COMMON REPAIR PARTS | MAINTENANCE & COMMON REPAIR PARTS |
| | COMPLETE LABOUR | Trained dealer labor | | ✓ | ✓ |
| SECURITY OF EXPERT DEALER | REPAIRS | Expert troubleshooting, diagnostics and repairs with machine and component protection Equipment Protection Plan (EPP) coverage | EPP ON NEW MACHINE | EPP ON NEW MACHINE COMPONENT PROTECTION ON MACHINE YOU OWN | EPP PREMIER LEVEL ON NEW MACHINE |
| | | Priority response with services commitment | | ✓ | ✓ |
| | | Cat Certified Maintained eligibility (designation that machine has been maintained by the dealer since initial purchase) | ✓ | ✓ | ✓ |
| PEACE OF MIND FROM EQUIPMENT HEALTH MANAGEMENT | DIGITAL CONNECTIVITY | Easy access through VisionLink to monitor machine hours, location and key health alerts, and inspection results through Cat Inspect Product Link™ hardware for Cat machines VisionLink software subscription | ✓ | ✓ | ✓ |
| | INSPECTION | Annual TAI inspections | ANNUAL (CAT INSPECT APP) | PLANNED MAINTENANCE (PM) INSPECTIONS | PLANNED MAINTENANCE (PM) INSPECTIONS |
| | CONDITION MONITORING | Fluid health and asset monitoring SOS Subscription | FLUID HEALTH | FLUID HEALTH | FLUID HEALTH & CONDITION MONITORING |
| | | Discounted ET & SIS software licenses | ✓ | ✓ | ✓ |

HASSLE-FREE

SECURITY

PEACE OF MIND

To customize or learn more about your CVA, contact your Toromont Cat representative.

* Up to 15 samples per year. Preventative maintenance parts included; labour, fluids and travel are extra. Travel limited to 30 km from your nearest Toromont Cat branch. Travel beyond 30 km is extra. Excludes fluids on Do It Myself CVA. Program subject to change without prior notice.