



# 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**







# PARTS ON TIME. PRIORITY SERVICE.

That's Services Commitment with a CVA.

## 24 HOURS MAINTENANCE PARTS

If you need a maintenance part as soon as the end of the next business day and we can't get it, you will receive a Cat Prepaid Credit for the value of the part up to \$1000.

## 48 HOURS COMMON REPAIR PARTS

If you need a common repair part, we'll get it to you as soon as the end of the second business day. If we don't, you'll receive a Cat Prepaid Credit for the value of the part up to \$1000.

## SERVICE RESPONSE TIME\*

- **2-Day Technician Response** to fix or diagnose unplanned repairs so you can get back to working.
- **Priority Scheduling** so you get an appointment scheduled right away and at the next available slot.
- **Diagnostics Before Arrival** so your service appointment runs as quickly as possible once we're on-site.
- **Progress Updates** so your team knows exactly when your machine is being serviced and how soon you can get it back.

\* For eligible construction industry customers with machines on a Customer Value Agreement (CVA). All GCI and BCP machines manufactured on or after January 1, 2011 with a CVA are covered. 992 and 777 are excluded. Services Commitment Program covers eligible Caterpillar machine models enrolled in a CVA only. Credit amount is in Canadian dollars and are valid for 12 months from the date of issue. Additional exclusions, terms, and conditions apply.

# WHICH CVA 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
HASSLE-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	RECCOMMEDED	✓	✓
	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.