

CVA: FIND THE PLAN THAT WORKS FOR YOU

With a Client Value Agreement (CVA) from Empire, you're in control. When you have an unplanned repair, we'll be there. If we're unable to meet the repair commitment date, we'll pay you —guaranteed!

BASIC - When you're performing your own routine maintenance, we'll make it easier to get the genuine Cat parts you need to get the job done.

PLUS - When you're performing Preventative Maintenance Levels 1 and 2, we'll complete Levels 3-5 at the recommended maintenance intervals.

PREMIUM - We'll handle Preventive Maintenance for any machine or group of machines to help you keep scheduled downtime to a minimum.

PRO - Get support from a dedicated Equipment Manager and a service guarantee to have you back to work in 2 days or as promised.[†]

VALUE AGREEMENT PLANS INCLUDE:	BASIC	PLUS	PREMIUM	PRO
PARTS & SERVICES COMMITMENT				
Parts Same Day or When You Say*	•	•	•	•
Services Commitment [†]		As Promised	As Promised	2 Days or As Promised
12-month Minimum Agreement Term	•	•	•	•
Genuine Cat Parts	•	•	•	•
Telematics Location & Hours	•	•	•	•
SOS Alerts & Advise	•	•	•	•
Inspections & Scheduled Oil Sampling		•	•	•
Scheduled Reports		•	•	•
Dedicated Condition Monitoring Analyst		•	•	•
Oils & Fluids		•	•	•
System Alerts & Events (equipment data)		•	•	•
Service Labor Preventive Maintenance 3, 4 & 5		•	•	•
Service Labor Preventive Maintenance 1 thru 5			•	•
Dedicated Equipment Manager (for fleets 10 or more)				•
Remote Troubleshooting and Diagnostics				•

* Same Day on orders placed before 2pm local time, Monday-Friday. Covers Maintenance, Wear, and Common Repair Cat parts. If commitment not met, we credit you up to \$1,000. Varies by industry. Additional terms and conditions apply.

† All repairs, excludes planned maintenance. Back to work in 2 days or as promised, or we credit you up to \$1,000. Valid on select Cat machines. Varies by plan and industry. Additional terms and conditions may apply.

We'll work with you to tailor a CVA that improves productivity, lowers costs, reduces risk, and aligns with your business goals.

empirecat.com/CVA

