

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.*

	BASIC	PLUS	PREMIUM	PRO
VALUE AGREEMENT PLANS INCLUDE:				
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

