

CUSTOMER VALUE AGREEMENT

"Hassle-Free Maintenance, Guaranteed!"



TECHNICAL ANALYSIS 2 (TA-2)

Get complete and in-depth inspections performed by Cat-certified technicians equipped with proprietary diagnostic tools.



EMERGENCY CALL (E-CALL)

We got you covered with emergency diagnostic and troubleshooting services exclusive to Monark CVA customers.



PREVENTIVE MAINTENANCE SERVICES (PMS)

Never miss a PM again with the help of your CVA Coordinators who will schedule your next PMS for you based on Cat-recommended intervals.



PRODUCT LINK

Remote, accurate, and timely collection of equipment data.



VISIONLINK (Machine) & REMOTE ACCESS MONITORING (Engine)

Enjoy complete suite of fleet management solutions with easy-to-use online interface.



My.Cat.Com

Access all your equipment information from any location, anytime, using any device.

PARTS.CAT.COM

Parts.Cat.Com
24/7 parts shop
Fast, Easy, Convenient



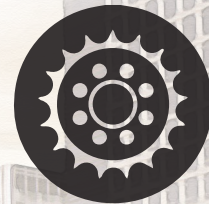
SOS FLUID ANALYSIS

Let expert lab technicians provide you with comprehensive report on fluid condition, contamination levels, and possible internal wears.



POST-VISIT REPORTS

Receive comprehensive reports for each CVA visit.



CUSTOM TRACK SERVICE

Complete inspection of undercarriage system to help determine timely and most cost-effective UC replacement strategy.

FOR QUESTIONS / INQUIRIES:

Phone: +63 2 8 634 4265

Mobile: +63 917 314 3745

Email: customercare@monark-cat.com

Monark 

Every piece of Cat® equipment is built to provide maximum productivity throughout its working life. Maintain that built-in value through a **CUSTOMER VALUE AGREEMENT (CVA)**.

CUSTOMER VALUE AGREEMENT (CVA) is a maintenance program which can be customized to cover a wide range of services. It comes in all shapes and sizes— from simple PM Kit agreements to a more sophisticated full maintenance contracts, and everything in between.

Remove the maintenance burden from your shoulder by partnering with Monark in managing the health and performance of your equipment thru **CUSTOMER VALUE AGREEMENT (CVA)**. At the same time, enjoy these benefits exclusive to our CVA customers:



Emergency Response. When you enroll to Customer Value Agreement, you are guaranteed of free emergency diagnostic and troubleshooting services, and access to a dedicated CVA team who can provide fast and reliable responses to problems requiring immediate solutions. An exclusive service available to CVA customers to ensure your peace of mind.

Dedicated CVA Team. Signing up a Customer Value Agreement means getting a full team dedicated to support you in maintaining your Cat unit— from coordinators to field technicians, to condition monitoring analysts. Never miss a PM again with our CVA Coordinators to remind you of your next schedule 2 weeks in advance. Field technicians are readily available to perform PM or Repair or Emergency Troubleshooting on your CVA-enrolled unit. While Condition Monitoring Analysts are analyzing your equipment data to provide you expert equipment management advice and warning against any potential problems.



Higher Resale Value. Proof of maintenance enhances equipment value regardless of age or hours. By signing up a Customer Value Agreement, not only is your PMS done on-time, completely, and with Cat genuine parts, you are also assured that it is done by expert technicians with complete Cat tooling and training. Comprehensive reports and recommendation for every CVA visit done on your equipment is also provided.

Exclusive Savings. Enjoy exclusive discount on parts and repairs when you enroll to Customer Value Agreement, plus rest assured that parts prices are protected against price adjustments within the full duration of the contract.



CVA APPLICATION FORM

Ref. No.:

Date:

I. ACCOUNT DETAILS

Name of Company			
Authorized Representative 1		Authorized Representative 2	
Designation		Designation	
Contact No.		Contact No.	
E-mail		E-mail	

II. EQUIPMENT INFORMATION

Unit no. 1	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location
Unit no. 2	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location
Unit no. 3	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location
Unit no. 4	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location
Unit no. 5	Machine Model	Serial no.	Current SMR
Last PM Performed	Application (Prime, Standby, Continuous)	Site Location	Specific / Exact Location

