



SHOULD YOU UTILIZE A CUSTOMER VALUE AGREEMENT (CVA) TO SERVICE YOUR CATERPILLAR MARINE ENGINE?

Tractors Singapore's CVA is an individualized plan customized to suit your needs and budget. It is designed to help you **maximize productivity** and **minimize costs** with no pre-determined requirements or specific products or services that you must agree to buy. You can have more time to do what is more important – managing and growing your core business.

At Tractors Singapore, we ensure that you get the best advice and service from our skilled and dealer specialists to keep your engine running at its best.

**HASSLE-FREE
OWNERSHIP**

**HASSLE-FREE
MAINTENANCE**

**PEACE OF MIND
FROM EQUIPMENT
HEALTH MANAGEMENT**

**SECURITY OF EXPERT
DEALER SUPPORT**





TSL Marine CVA Solutions

**LEVEL 1
FUNDAMENTAL**

**LEVEL 2
SUPERIOR**

**LEVEL 3
PRIME**

| | | | | |
|---|---------------------------------------|-----------------------------------|---|---|
| Hassle-Free Ownership | Auto-Renewal | Recommended | Recommended | Recommended |
| | Connected Asset Insights | | ✓ | ✓ |
| | Helpful Advice | Respond within 24 hours | Respond within 12 hours | Respond within 6 hours |
| | Known Hourly Rate | ✓ | ✓ | ✓ |
| Hassle-Free Maintenance | Cat Genuine Parts, Delivered on Time | PM Parts | PM Parts and Major Maintenance Parts | PM Parts and Major Maintenance Parts |
| | Cat Fluids | Recommended | Recommended | Recommended |
| | TSL Labor | | Labor Rate for PM and Major Maintenance | Labor Rate for PM and Major Maintenance |
| | Wear & Tear Item Component Changeout | | ✓ | ✓ |
| Peace of Mind from Equipment Health Management | Easy Access to Asset Information | ✓ | ✓ | ✓ |
| | Equipment Condition Monitoring Report | | ✓ | ✓ |
| | Inspections | Customer Performed TA1 Inspection | TSL Performed TA1 (2 per year) | TSL Performed TA1 (4 per year) |
| | Fluid Health Management through S-O-S | ✓ | ✓ | ✓ |
| | Asset Protection (ESC) | Recommended | Recommended | Recommended |
| | Vision of Pending Service Letters | | ✓ | ✓ |
| | Access to Equipment Warranty Details | | ✓ | ✓ |
| Security of Expert Dealer Support | Customer Training | PM | Operations & Maintenance | Operations & Maintenance |
| | Event Planning | PM Event Planning | Demand Planning | Demand Planning |
| | Fuel Management | | Recommended | Recommended |
| | Cat CORE Support | | | ✓ |