

Teknoxgroup

CAT

CUSTOMER VALUE AGREEMENTS

KEEP YOUR EQUIPMENT EASY TO OWN AND READY TO WORK

WE'VE GOT YOUR BACK

TEKNOXGROUP AS A PART OF TESYA



The TESA Group is an international family of 18 companies with the same strong values and local roots in 15 countries. From construction equipment, cogeneration plants and warehousing equipment to marine propulsion and on-road logistics, our companies conceive, sell, rent and manage advanced custom solutions, benefiting from a shared vision and robust synergies.

YEARS

90

EMPLOYEES

2.800

MOBILE WORKSHOPS

1.000

TECHNICIANS

>1.100

BRANCHES

>90

IN **15**
COUNTRIES

Teknoxgroup 
A TESYA COMPANY

CGT 
A TESYA COMPANY

CGTE 
A TESYA COMPANY

CGTRUCKS 
A TESYA COMPANY

STET 
A TESYA COMPANY

Finanzauto 
A TESYA COMPANY

cls 
A TESYA COMPANY

CVA

OVERVIEW AND BENEFITS

WHAT'S A CVA? Customer Value Agreements (CVAs) help keep your Cat machine easy to own and ready to work. Every CVA starts with *Hassle-Free Maintenance*, featuring Genuine Cat® Parts, delivered right on schedule, right to your location. *Peace of Mind of Equipment Health Management* provides you with machine alerts and information, as well as inspections and fluid health monitoring.



EASY OWNERSHIP

UP TO **50%**
LONGER COMPONENT
LIFE WITH **CAT FILTERS**

UP TO **2x**
LONGER ENGINE
WORKING LIFE
WITH **CAT FLUIDS**

UP TO **80%**
LOWER FUEL INJECTOR
COST PER HOUR
WITH **CAT FILTERS**

WE'VE GOT YOUR BACK



WHAT TO EXPECT IN EVERY CVA

No matter which type of CVA you choose, you can expect value promises from Teknoxgroup that will help keeping your machine easy to own and ready to work.

01 HASSLE-FREE MAINTENANCE

Genuine Cat Parts are delivered at your location or available at Teknoxgroup — right on schedule for maintenance. Teknoxgroup service includes trained professionals who can work with your schedule to minimize downtime. No matter how you prefer to handle maintenance and service, your Genuine Cat Parts — optimized for the machine and application — can extend your component life by up to 50%.

02 PEACE OF MIND FROM EQUIPMENT HEALTH MANAGEMENT

Through the Teknoxgroup customer portal you get access — any time — to key machine data like location, fuel consumption and fault codes. Fluid health analysis tests the condition of your equipment's oil and coolant — giving you an insight into major systems to better prevent failures, downtime or loss of production.

03 HASSLE-FREE OWNERSHIP

Your CVA is all one plan, fit for your operation and backed by expert advice and tools. Once you're set up, you're free to focus on the work that boosts your bottom line.

CVA OPTIONS OVERVIEW

FIND THE RIGHT CVA FOR YOUR OPERATION

When owning a Cat machine, there are three types of CVA available: Basic, Standard, Premium. All three options will help you keeping your focus on your work by minimizing the time spent on the maintenance. Consult your Teknoxgroup representative, who will help you choose the CVA which suits your needs.

| | BASIC | STANDARD | PREMIUM |
|---|--|--|--|
| Flexible Payment Options (monthly, per intervention, fixed amount per working hour) | ✓ | ✓ | ✓ |
| Service Interval Proactive Scheduling | ✓ | ✓ | ✓ |
| On-Time Service with Genuine Cat Parts | Genuine Cat parts for each PM event delivered to your location | Teknoxgroup-performed service | Teknoxgroup-performed service |
| Genuine Cat Fluids | ✓ | ✓ | ✓ |
| Inspections | Annual inspection | Inspection @every PM interval | Inspection @every PM interval |
| SOS analysis | X | X | ✓ |
| Machine information via Teknoxgroup customer portal | Easy access to machine information via Teknoxgroup customer portal | Easy access to machine and administrative data via Teknoxgroup customer portal | Easy access to machine and administrative data via Teknoxgroup customer portal |
| Condition Monitoring | X | ✓ | ✓ |
| Equipment protection plan (EPP) | X | X | ✓ * |

* For selected General Construction & Infrastructure models only

Find more details on each of these CVA options throughout the rest of this brochure.

BASIC CVA

There's no better way to find the right fit than working with Teknoxgroup. If you are maintaining your machines with your own manpower, Basic CVA is the right choice for you.



WHAT YOU GET WITH BASIC

This CVA offers the convenience of the right parts, delivered to your door and right on time.

GENUINE CAT PARTS

- Genuine Cat parts ensure your Cat machine is delivering the highest possible levels of reliability and productivity, while operating at the lowest possible cost per hour
- Preventive maintenance kits aligned to PM events
- Genuine Cat parts and fluids for each PM event delivered to your location

TEKNOXGROUP INSPECTION

- In addition to your daily check routine, once a year our experts will check your machine's key components and systems followed by a detailed checklist
- They will identify signs of wear or misalignment and document/present the results to you, together with a solution proposal

CONNECTED MACHINE DATA AND INSIGHTS

- Better **equipment management** is one of the best ways to make your business more competitive and build your operation profitable
- Actionable insights from Teknoxgroup customer portal
- Access to machine data such as hours, location, fuel burn and fault codes

WHY **BASIC** WORKS FOR YOU

Basic is ideal for operations who handle their own maintenance work. With this CVA, you get Genuine Cat Parts delivered right to your location, right on schedule.

Basic includes usage of Cat fluids, which can extend your component life.

STANDARD CVA

Standard is the next CVA option when owning a machine. It offers Basic package, plus the benefit of Teknoxgroup services. Let us show you what you get with **Standard** and why it might fit your operation.



WHAT YOU GET WITH STANDARD

This CVA offers the maintenance performed by Teknoxgroup right on time, with the right parts and right service for your machine. Your CVA takes care of that so your operation can maximize its performance.

GENUINE CAT PARTS WITH PROFESSIONAL SERVICE

- Preventive maintenance kits aligned to PM events
- Our trained service technicians have the experience, training, and tools to maintain your Cat machines quickly and accurately, bringing the confidence that you will have maximum machine availability
- Maintenance service performed as per Operation and Maintenance Manual

ACTIVE CONDITION MONITORING BY TEKNOXGROUP

- Our experts know Cat machines like no one else. We will provide you with insights on your machine operation together with timely alerts on critical faults, so that you can plan downtime, increase uptime and reduce operating costs

CONNECTED MACHINE DATA AND INSIGHTS

- Better equipment management is one of the best ways to make your business more competitive and build your operation profitable
- Actionable insights from Teknoxgroup customer portal
- Machine data such as hours, location, fuel burn and fault codes
- Access to Teknoxgroup business related documents for all your Cat equipment

TEKNOXGROUP INSPECTIONS

- In addition to your daily check routine, on each preventive maintenance interval our experts will check your machine's key components and systems followed by a detailed checklist
- We will identify signs of wear or misalignment and document/present the results to you, together with a solution proposal

WHY STANDARD WORKS FOR YOU

In addition to Basic, **Standard** will provide you with trained Teknoxgroup technicians for technical inspections and expert consultation, so that you can better manage downtime and plan your machine operation cost. Standard includes usage of Cat fluids, which can extend your component life.

NEW MACHINE CVA OPTIONS

PREMIUM CVA

With the delivery of a new machine, you can choose **Premium CVA**. For selected machine models, by signing **Premium CVA** you will enjoy Premium protection package during the 3 year period.



WHAT YOU GET WITH PREMIUM

This CVA offers the maintenance performed by Teknoxgroup right on time, with the right parts and right service for your machine - along with the confidence that you can rely on Teknoxgroup for unplanned machine repairs.

GENUINE CAT PARTS AND FLUIDS WITH PROFESSIONAL SERVICE

- Preventive maintenance kits aligned to PM events
- Our trained service technicians have the experience, training and tools to maintain your Cat machines quickly and accurately, bringing you the confidence that you will have maximum machine availability
- Maintenance service performed as per Operation and Maintenance Manual

ACTIVE CONDITION MONITORING BY TEKNOXGROUP

- Our experts know Cat machines like no one else. We will provide you with insights on your machine operation together with timely alerts on critical faults, so that you can plan downtime, increase uptime and reduce operating costs

TEKNOXGROUP INSPECTIONS

- In addition to your daily check routine, on each preventive maintenance interval our experts will check your machine's key components and systems followed by a detailed checklist
- We will identify signs of wear or misalignment and document/present the results to you, together with a solution proposal

PREMIUM MACHINE COVERAGE

- For selected models, a Premier Equipment protection plan (EPP) is included with the new machine purchase and signed Confidence CVA. Three year or 6.000 working hours EPP covers powertrain, hydraulics, technology components, electronics, cab, brakes, steering, and suspension - giving you during contract duration the highest level of repair cost protection available

CONNECTED MACHINE DATA AND INSIGHTS

- Better equipment management is one of the best ways to make your business more competitive and build your operation profitable
- Actionable insights from Teknoxgroup customer portal
- Access to machine data such as hours, location, fuel burn and fault codes
- Access to Teknoxgroup business related documents for all your Cat equipment

CAT FLUIDS WITH TEKNOXGROUP S•O•S ANALYSIS FOR FLUID HEALTH MANAGEMENT

- S•O•SSM Services is a proprietary process designed to turn fluids analysis data into valuable information. This information is used to manage equipment and reduce operating costs
- We evaluate your sample based upon complete product knowledge, fluid properties and insight into the global database of Cat machines

WHY PREMIUM WORKS FOR YOU

In addition to Standard, **Premium** can provide you with comprehensive machine protection over the CVA duration.

Premium includes Cat fluids and Teknoxgroup performed fluid analysis.

Premium includes Advanced Condition Monitoring data, reports and Teknoxgroup expert consultation.



GET STARTED TODAY WITH **TEKNOXGROUP**

Customer Value Agreements deliver a new tier of healthy machine ownership. It's not just protection, it's a competitive advantage to save on repair costs and maximize your machine performance. That's a CVA.

With a variety of options the best next step is to work with your Teknoxgroup representative. They can talk you through the factors that are unique to your operation and recommend the best solution for you. Visit [teknoxgroup.com](https://www.teknoxgroup.com) or contact your Teknoxgroup representative for more information about how CVAs keep your machines easy to own and ready to work.



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Teknoxgroup 

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