



CAT® CUSTOMER VALUE AGREEMENT (CVA) FOR MINING

SHAPE YOUR PLAN FOR REAL RESULTS. THAT'S A CVA.

Cat® Customer Value Agreements for Mining — equipment ownership plans tailored by your dealer for the needs of your operation.



WHAT ARE CVAS FOR MINING?

Cat Customer Value Agreements for Mining are customizable plans for your equipment — new or used — to do more work with lower, more predictable costs. From delivered maintenance kits to flexible payment options and tailored component cost-per-hour guarantees, it's a convenient plan to get the most from your equipment throughout its lifecycle.

With any CVA for mining, your dealer explores a range of options across four key value areas.

- Hassle-Free Ownership to get the most from your equipment through one plan, with options for cost-per-hour pay structures
- Hassle-Free Maintenance with the right parts delivered on schedule to your location and optional dealer labor
- Security of Expert Dealer Support with inventory management and component protection through assurance programs
- Peace of Mind from Equipment Health Management with inspections and machine alerts to reduce costs and keep things running.

Throughout this brochure, review the starting frameworks for these flexible CVA types.

- **Maintenance for Mining CVAs** with the right parts delivered right on time and flexible maintenance service options
- **Hose & Couplings CVAs** — for Cat or mixed fleets — to manage inventory and control costs, from delivered kits to onsite containers with pay-per-use options
- **Undercarriage CVAs** with zero upfront costs, pay-per-use options and scalable coverage from parts to rebuilds
- **Powertrain Guarantee CVAs** with protection and assurance beyond the standard warranty — and a pay-per-use cost structure
- **Ground Engaging Tools (GET) CVAs** with complete inventory management and zero unplanned maintenance costs — as well as a pay-per-use cost structure



HOW CAN YOUR OPERATION BENEFIT FROM CVAS FOR MINING?

- 1 UP TO 50% LONGER COMPONENT LIFE WITH CAT FILTERS
- 2 100% HASSLE-FREE EXPERIENCE
- 3 MAXIMUM UPTIME

CVAs for mining help you maximize equipment health, keep your fleet moving and get the most from your investment. With built-in cost controls and a range of guarantees, your dealer can tailor these plans to bring convenience to your work and results to your business. These flexible plans provide value across the lifecycle of equipment ownership.

- Maintenance CVAs deliver the right parts at the right time, with genuine Cat parts to extend component life up to 50%.
- Component CVAs ensure your costs are controlled and predictable — with cost-per-hour guarantees for your undercarriage, ground engaging tools (GET) and hydraulic hose and couplings. You pay for the life your component achieves.

Whether your machines are new or used, Cat or another brand, across-the-board solutions await your fleet. CVAs are your plans, designed to your preferences, to get more work done at a lower total cost.



MAINTENANCE FOR MINING CVAS

On any plan, get the right parts on time — parts that can extend component life by up to 50%. Choose scalable options, from delivered kits for do-it-yourself maintenance to flexible dealer labor and component assurance programs. All that and more, right this way.

Choose from three levels of customizable CVA service:

- 1. Convenience** — Your crew provides the labor. Your Cat dealer provides preventive maintenance (PM) kits with the right parts, right on time.
- 2. Performance** — In addition to providing timely planned maintenance (PM) kits, your Cat dealer performs PM4 (2,000-hour) services and inspections on site.
- 3. Confidence** — Includes fully dealer-managed PM kits and services, with inventory management, tracking, planning, logistics and execution.

With all three levels, trained Cat dealer technicians are available to troubleshoot your equipment, provide capacity and capability consulting, and minimize risks to your assets.

Dealer-executed Planned Maintenance (PM) and Technical Analysis 1 (TA1) inspections and real-time machine health monitoring provide accurate, timely service alerts — reducing unplanned downtime and saving on repair costs.

1 THREE LEVELS OF SERVICES

2 OPTIMUM CAPABILITY & PERFORMANCE

3 100% HASSLE-FREE EXPERIENCE



| VALUE PROMISE | | CONVENIENCE | PERFORMANCE | CONFIDENCE |
|--|--|---|--|--|
| TERMS (auto-renewal recommended) | | 2 OR 3 YEARS | 2 OR 3 YEARS | 3 OR 5 YEARS |
| Hassle-Free Ownership | Flexible payment terms (single monthly payment with machine financing) | ✓ | ✓ | ✓ |
| | Parts loyalty commitment incentive pricing (on 3-year CVA or longer) | ✓ | ✓ | ✓ |
| | Reduced customer parts inventory and streamlined procurement for all PMs | ✓ | ✓ | Vendor-managed inventory |
| | Helpful advice on equipment and operations | ✓ | ✓ | ✓ |
| Hassle-Free Maintenance | Genuine Cat® parts for all PMs, delivered on time to your location | Dealer-assembled PM kits | Dealer-assembled PM kits | Dealer-assembled PM kits |
| | Engine air filters | Included | Included | Included |
| | Dealer labor | Optional | PM4 (2,000-hour PM) | All PMs 1 to 4 |
| | Genuine Cat fluids | Optional | Recommended | Recommended |
| Security of Expert Dealer Support | Option to add component life guarantees and share risk | | Component Assurance Programs (MCAP/AMCAP) with Point of Sale (POS) CVA or Aftermarket CVA, Turbos & Injectors Protection Program (CCPP) with Aftermarket CVA | |
| | Dealer-provided training and cap & cap consulting | | PM bay configuration consulting | PM bay configuration consulting, contamination control training |
| | Expert troubleshooting, diagnostics and repairs | | Dealer tech takes care of general repairs, backlog items during visits | |
| Peace of Mind from Equipment Health Management | Easy access to asset information via machine alerts and Cat App | ✓ | ✓ | ✓ |
| | Inspections (Cat Inspect app recommended) | Customer-performed PM and TA1 inspections | Dealer-performed PM4 and annual TA1 inspections | Pre-PM inspections, dealer-performed PM and annual TA1 inspections |
| | | | ECM software upgrades by dealer tech (based on geographic region) | ECM software upgrades by dealer tech (based on geographic region) |
| | Fluid health (pricing incentive for using Cat S•O•S™) | Fluid health analyses | Fluid health analyses | Fluid health analyses |
| | Connectivity (standard) | Connectivity (for daily hours & location) through Caterpillar/ Product Link™ / Minestar Health Equipment Insights | | |
| | Asset health monitoring (optional upgrades) | Alerts and advice, using Condition Monitoring (CM) services to maximize repair-before-failure component lives | | |
| | | | Extended change intervals on Cat filters and fluids (if included), recommended by CM Advisor | |

PM = Planned Maintenance
TA1 = Technical Analysis 1

HOSE & COUPLINGS CVAS

Cat Hose & Couplings (H&C) CVAs for mining equipment are hassle-free, whole-fleet maintenance management solutions for your equipment's hydraulic systems. No matter which level of service you choose, your H&C CVA will deliver maximum convenience and uptime, with options matched to the needs of your business and maintenance operations.

Choose from three levels of customizable CVA service:

- 1. Convenience** — Your Cat dealer provides parts, supplies and flexible tooling options. Your crew provides assembly and installation labor.
- 2. Performance** — Your Cat dealer assembles your hoses and couplings as needed and provides machine H&C inspections.
- 3. Confidence** — Includes complete assembly, inspection, installation and inventory management services. Your Cat dealer takes care of your H&C needs while you take care of your business.

Complete inventory management is included with all levels. Your Cat dealer will make sure that you always have the parts and supplies you need on hand.

Hydraulics Advisor reports are also included, providing you with vital information about the status of your hydraulic systems.

1 100% CONVENIENCE

2 MAXIMUM UPTIME

3 ZERO UPFRONT COST ON TOOLING & STOCK



| VALUE PROMISE | | CONVENIENCE | PERFORMANCE | CONFIDENCE |
|--|--|-------------------------|------------------------|------------------------|
| TERMS (auto-renewal recommended) | | 1 YEAR | 1 OR 3 YEARS | 3 OR 5 YEARS |
| Hassle-Free Ownership | Pay per consumption | ✓ | ✓ | ✓ |
| | Cost per hour (CPH)* | N/A | Optional | Optional |
| | Flexible tooling program* | ✓ | ✓ | ✓ |
| | Competitive inventory buy back* | ✓ | ✓ | ✓ |
| Hassle-Free Maintenance | Dealer labor for hose assembly | N/A | ✓ | ✓ |
| | Service instructions & training | ✓ | Optional | Optional |
| | Inventory management by dealer (VMI) | ✓ | ✓ | ✓ |
| Security of Expert Dealer Support | Expert support | Remote | Remote & on site | Remote & on site |
| | Guaranteed delivery ** (non-planned hose assembly replacements) | 24-hr. turnaround | 12-hr. turnaround | 4-hr. turnaround |
| | Full fleet solution | Optional | Optional | ✓ |
| | Fitting service (hose replacement in the machine) | N/A | Optional | ✓ |
| Peace of Mind from Equipment Health Management | Easy access to asset information | Catalog | Catalog + HIS | Catalog + HIS |
| | Inspections | Cat Inspect by customer | Onsite visit by dealer | Onsite visit by dealer |
| | Hydraulics Advisor (alert and advise reports) | H&C only | H&C only | Hydraulics system |
| | Certified hose assembly (1-year warranty on dealer-assembled hoses) | N/A | ✓ | ✓ |

*Support programs and payment model are offered based on the agreement length, fleet size and hose consumption.
 **Guaranteed delivery specified in hours is recommended. Dealer may elect to sign an agreement that includes fewer or more hours, depending on distance to customer.

GROUND ENGAGING TOOLS CVAS

A Cat Ground Engaging Tools (GET) CVA for mining equipment is a hassle-free replacement and rebuild solution for your entire mining fleet. With three levels of service to choose from, your CVA will help you get the right buckets and Ground Engaging Tools (GET) on hand whenever you need them, with options matched to the needs of your business and your productivity goals.

Choose from three levels of customizable CVA service:

- 1. Convenience** — With one-year of coverage, your Cat dealer provides pay-per-consumption pricing that includes complete inventory management, wear package and lip rebuild advice, including GET removal and installation instructions and optional operation and maintenance training.
- 2. Performance** — With up to three years of coverage, you can add lip rebuilds, wear package delivery, inspections and reports done by the dealer, with customized preferences.
- 3. Confidence** — With this comprehensive offer, you can receive cost-per-ton and cost-per-hour pricing that includes total bucket rebuilds and bucket availability, guaranteed.

Complete inventory management is included with all levels. Your Cat dealer will make sure that you always have the GET and buckets you need on hand.

Zero unplanned maintenance costs help you budget for GET and bucket rebuilds and replacements, so you don't have any surprises.

1 ZERO UNPLANNED COSTS

2 MAXIMUM UPTIME

3 100% PERFORMANCE



| BUCKET LIFECYCLE MANGEMENT | | LEVEL 1 (DIM-GET ONLY) | LEVEL 2 (DIWM-GET ONLY) | LEVEL 3 (DIFM-BUCKET/GET) |
|--|---|--|---|---|
| VALUE PROMISE | | CONVENIENCE | PERFORMANCE | CONFIDENCE |
| Terms (Auto-renewal recommended) | | 1 YEAR | 1-3 YEARS | 3-5 YEARS |
| Hassle-Free Ownership | Pay per consumption | ↻ | ↻ | Optional |
| | Cost-per-ton (cpt) / cost-per-hour (cph)* | N/a | Optional | ↻ |
| | Get assurance program (parts consumption guarantee)** | N/a | Optional | Optional |
| | Bucket - lease /rental* | N/a | N/a | Optional |
| Hassle-Free Maintenance | Removal and installation (r&i) Instructions & tooling | ↻ | ↻ | ↻ |
| | Removal and installation (r&i) Services | N/a | Optional | ↻ |
| | Inventory management services | ↻ | ↻ | ↻ |
| | Guaranteed bucket availability | N/a | N/a | ↻ |
| Security of Expert Dealer Support | Asset optimization | Wear package advice | Wear package advice & kit delivery | Wear & bucket Total bucket management |
| | Lip rebuilds | Lip rebuild advice (lay-out & specs) | Lip rebuild (Dealer-approved party) | Total rebuild |
| | Total bucket rebuilds | N/a | N/a | ↻ |
| Peace of Mind From Equipment Health Management | Easy access to asset information | Machine alerts & cat app | Machine alerts, cat app & cpt/consumption reporting | Cat productivity/ minestar |
| | Inspections & advice | Inspections by customer advice: quarterly | Inspections by dealer advice: monthly | Inspections+ 3d scanning by dealer advice: monthly |
| | Operator & maintenance assessment | Optional | ↻ | ↻ |

*Subjected to dealer/regional offer availability

**Program available Mid-2022

UNDERCARRIAGE CVAS

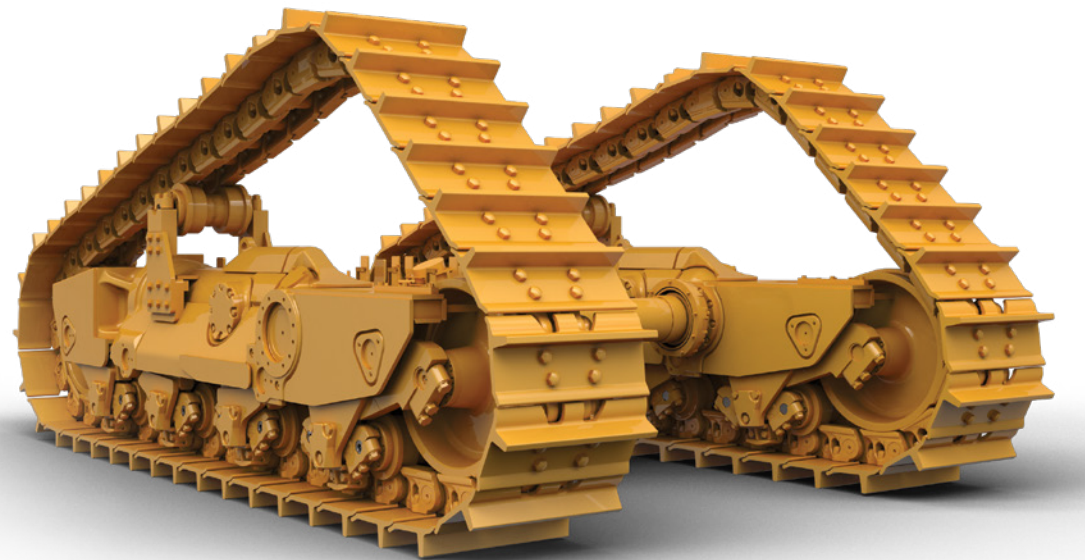
Available on track-type tractors, Cat Undercarriage CVAs are tailored plans for you to maximize your undercarriage investment. It starts with controlled cash flow — zero upfront costs and you pay only for the hours your undercarriage achieves. Other flexible options range from replacement kits, dealer labor and managed inventory. It's a hassle-free undercarriage solution — crafted to fit the needs of your business.

Choose from three levels of customizable CVA service:

- 1. Convenience** — Get delivered undercarriage replacement kits containing genuine Cat parts, service instructions and tooling, optional dealer labor and undercarriage selection advice — all with a cost-per-hour payment structure.
- 2. Performance** — Take advantage of dealer labor, moving wear part replacements and running repairs — along with component inventory control managed by your Cat dealer and a cost-per-hour payment structure.
- 3. Confidence** — Make your move for total undercarriage management. Includes moving wear parts, repairs and even rebuilds. Across the lifecycle, get complete dealer support with labor, wear reports, selection consultation and guaranteed parts replacement downtime.

Complete inventory management is included with all levels. Your Cat dealer will make sure that you always have the parts and supplies you need on hand.

- 1 ZERO UPFRONT COSTS
- 2 MAXIMUM UPTIME
- 3 UP TO 20% MORE UNDERCARRIAGE LIFE



| VALUE PROMISE | | CONVENIENCE | PERFORMANCE | CONFIDENCE |
|--|------------------------------------|-------------------------------|---------------------------------------|--|
| TERMS (auto-renewal recommended) | | 3 YEARS | 3 YEARS | TARGET LIFE |
| Hassle-Free Ownership | Cost per hour (CPH)* | Moving wear parts | Moving wear parts and running repairs | Moving wear parts, repairs and system rebuild |
| | Invoiced after completed work | | | |
| Hassle-Free Maintenance | Genuine Cat parts delivery | Undercarriage replacement kit | Dealer managed | Total undercarriage management |
| | Service instructions & tooling | ✓ | | |
| | Trained dealer labor | Optional | ✓ | ✓ |
| Security of Expert Dealer Support | Asset protection | Remote | Remote & on site | Remote & on site |
| | Asset optimization | 24-hr. turnaround | 12-hr. turnaround | 4-hr. turnaround |
| | Guaranteed parts at the right time | Optional | Optional | ✓ |
| | Guaranteed replacement downtime | | | ✓ |
| Peace of Mind from Equipment Health Management | Easy access to asset information | Machine alerts and Cat App | Machine alerts and Cat App | Electronic alerts and wear specialists reports |
| | Inspections | Quarterly CTS inspections | Monthly CTS inspections | Monthly CTS inspections |
| | Wear specialist management | ✓ | ✓ | ✓ |

POWERTRAIN GUARANTEE CVAS

A Powertrain Guarantee CVA for Cat large wheel loaders and off-highway trucks offers valuable protection and assurance after the standard machine warranty expires. Your guarantee includes a CVA tailored to your specific needs — flexible for your operation and anchored with the right parts for planned maintenance — with options for do-it-yourself service or trained dealer labor. **Please see the requirements below.**

Component life guaranteed to planned replacement.

Dealer labor covered for all component repairs or replacement included with all levels.

Options for replacement or repair and do-it-yourself service or trained dealer labor to fit your needs and budgets.

Condition Monitoring services ensure accurate and timely component repairs or replacement to help maximize uptime.

Portable and transferable. Guarantee stays with the machine, even if the machine moves to a different dealer territory or is sold to another party.*

*Subject to availability

- 1 **MAXIMUM UPTIME**
- 2 **LOWER COST OF OWNERSHIP**
- 3 **UP TO 25% INCREASE IN COMPONENT LIFE**



REQUIREMENTS:

- **Enrollment in a CVA** as customized by your dealer using genuine Cat parts.
- **Follow Owning & Operations Manual guidelines** for maintenance and operation.
- **Fluid Analysis** per dealer recommendations.
- **Condition Monitoring Inspections** – Quarterly inspections: see dealer for details.

| | POWERTRAIN GUARANTEE CVA | POWERTRAIN GUARANTEE CVA PLUS |
|--|-----------------------------|-------------------------------|
| Coverage Type | Prorated | Non-Prorated |
| Minimum Part Commitment | Cat PM and Powertrain Parts | Cat PM and Powertrain Parts |
| Labor to Repair or Remove & Install | Included | Included |
| Condition Monitoring & Maintenance Management | Dealer | Caterpillar |

AVAILABILITY

| MODELS | |
|--------|--------|
| 986K | 770G |
| 988K | 772G |
| 990K | 773E/G |
| 992K | 775E/G |
| 993K | 777E/G |

MINERS AROUND THE WORLD SHAPE THEIR PLAN FOR RESULTS

When we say CVAs are flexible, we mean it. Around the globe, mining customers are customizing plans to support their operations and control their costs. Check out some of the plans these tailored plans — and work with your dealer for a full-fleet solution to meet your working demands.



UNITED STATES — COAL FIELD

- **The Challenge** was to rebuild budget predictability and add value with component rebuilds.
- **The Solution** was a CVA across 224 machines with PM parts, equipment health monitoring and “not-to-exceed” pricing on powertrain and cylinder components.
- **The Results** are measured by predictable maintenance costs, as well as the reliability and performance of equipment.



CANADA — COPPER MINE

- **The Challenge** was to shift from CapX model to OpX solution for undercarriage and GET management.
- **The Solution** was a three year CVA for GET and undercarriage across 16 machines in total, with dealer-managed wear parts service solutions.
- **The Results** are measured by extended component life, consistent inventory and lower total cost of ownership.



SOUTH AFRICA — MINERAL MINE

- **The Challenge** was to establish a set cost-per-ton, with predictable GET changeout costs and a fixed rate for supply and delivery.
- **The Solution** was a CVA for all GET on two hydraulic mining shovels, with parts changeouts and a dedicated dealer wear specialist to measure and control cost-per-ton throughout the equipment lifecycle.
- **The Results** are measured by extended GET life, predictable changeout costs, cost-per-ton and lower overall GET parts costs.



WORK WITH YOUR CAT DEALER ON YOUR OPERATION'S CVA

Your Cat dealer can walk you through CVA options to best meet your operation's needs — whether your machine is new or used, whether your operation handles maintenance or prefers dealer maintenance, and whether you prefer a general maintenance plan or a component cost-per-hour CVA.



KAZAKHSTAN — COPPER MINE

- **The Challenge** was — on a mixed fleet — to ensure a cost-per-hour with guaranteed availability on GET.
- **The Solution** was a one-year CVA for GET on two mixed fleet machines with set cost-per-hour with onsite stock and regular wear management inspections and reports.
- **The Results** were a 5% lower cost-per-hour and guaranteed GET inventory for mixed fleet equipment.



CHILE — COPPER MINE

- **The Challenge** was to ensure cost-per-ton on GET, increase durability and reduce maintenance downtime.
- **The Solution** was a CVA on electric rope shovels with onsite stock, regular wear management inspections and weekly reports.
- **The Results** are measured by a fixed cost-per-ton and a reduction in downtime from GET quality and availability.



AUSTRALIA — GOLD MINE

- **The Challenge** was to reduce GET cost-per-ton, improve productivity and reliability.
- **The Solution** was a hydraulic mining shovel three-year CVA on GET support onsite with bucket inspections, scanning and performance reporting. It also included guaranteed supply and inventory stocking.
- **The Results** were longer tip life by 5% and a 14% reduction in actual annual GET consumption versus estimated consumption.



LEARN MORE ABOUT CVAS FOR MINING AT

WWW.CAT.COM/MININGCVA

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The photos shown here were captured before the COVID-19 pandemic. Caterpillar follows stringent measures – including wearing masks and social distancing – to continue working safely.

Subject to restrictions and availability. Additional terms and conditions may apply. Contact your Cat dealer for more information.

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