



**SERVICES COMMITMENT**

**E X T E N D**



# **WillCare 335 Advantage**

**CUSTOMER VALUE AGREEMENT (CVA)**

Take advantage of fixed-price servicing by William Adams Cat technicians

**LET'S DO THE WORK.™**

**William Adams**



**WILLIAMADAMS.COM.AU | CVA@WADAMS.COM.AU | 1300 923 267 (WADAMS)**

# WillCare 335 Advantage

CUSTOMER VALUE AGREEMENT (CVA)



EXTEND

Take advantage of fixed-price servicing by William Adams Cat technicians

**WillCare 335 Advantage EXTEND - Customer Value Agreement (CVA)** is a loyalty program allowing you to extend the servicing of your equipment under a subsidised fixed price per service agreement for an additional 3500 hours (from 3501 to 7000 hours). Only customers who have been servicing their equipment with William Adams under the 335 Advantage for the first 3500 hours are eligible to participate in this program.



## CAT TRAINED TECHNICIANS

When it comes to efficient service, few things matter more than the technician assigned. That's why William Adams places emphasis on Cat Technician training — ensuring that every individual who works on your asset has the knowledge, tools and experience to get the job done right.



## CAT VISIONLINK® CONNECTIVITY\*

Easy access to machine information via the VisionLink® web and mobile applications when the customer's Product Link equipped asset is subscribed with a VisionLink® Connect subscription.



## CAT SOS FLUID ANALYSIS

Fluid health through proven S•O•S Services program as recommended by the Operation and Maintenance Manual, with samples taken by a William Adams technician. This provides an important analysis that can reveal excessive wear, contaminated fluids, or other unseen issues to manage machine health.



## GENUINE CAT SERVICE PARTS

Genuine Cat service parts and oil used to complete each scheduled service event, with parts backed by our 12-month warranty. Get 10% off these genuine Cat scheduled service parts.



## SERVICE NOTIFICATION

Expert dealer support, including tracking your equipment hours through the connected asset to coordinate Cat Trained Service Technicians to undertake the required scheduled service in an efficient and accurate manner.



## PRIORITY SERVICE BOOKING

A WillCare Advantage Customer Value Agreement ensures that you receive priority scheduled service bookings for these machines.



## CAT DEALER INSPECTION

Equipment inspection performed by a William Adams technician at each scheduled service event using the Cat Inspect app.



## FLEXIBLE PAYMENT OPTIONS

Options for pay-as-you-go, up-front-payment or periodic payment methods available.



## CONDITION MONITORING

Pro-active application, maintenance, component replacement and repair recommendations based on S•O•S results, electronic alerts and inspections data by Condition Monitoring Advisors.



## TRAVEL TO SITE INCLUDED

Technician travel time and mileage expenses are included as standard when scheduled maintenance is performed within Victoria or Tasmania.

## OUR CVA SERVICES COMMITMENT

With Cat® Customer Value Agreements (CVAs), your genuine Cat parts will be there when you need them.

## PARTS AVAILABILITY



**MAINTENANCE PARTS**  
NEXT BUSINESS DAY



**REPAIR PARTS**  
2<sup>ND</sup> BUSINESS DAY

OR

You'll receive a  
**CAT CREDIT UP TO  
\$1,000**



## TERMS AND CONDITIONS

### WHAT IS A WILLCARE 335 ADVANTAGE CUSTOMER VALUE AGREEMENT (CVA)?

A WillCare 335 ADVANTAGE CVA is an agreement entered for the renewal of eligible construction machine models for the provision of scheduled servicing using genuine Cat service parts and fluids, Cat Scheduled Oil Sampling (S•O•S), all performed by fully-equipped William Adams Cat trained technicians.

### WHAT IS INCLUDED IN WILLCARE 335 ADVANTAGE?

Under a WillCare 335 ADVANTAGE CVA, we provide you with:

- Discounted fixed-price servicing for 3 years/3,500 hours to help manage costs for scheduled service events from 3,501hrs to 7,000hrs
- Scheduled services as outlined in the equipment's Operation and Maintenance Manual (OMM) for 500, and 1,000 hour intervals
- Primary engine and cab filters every 1,000 hours and secondary air filters every 2,000 hours
- Upgrade-to-New remanufactured diesel particulate filter at 5,000 hours (where available)
- A Services Commitment to provide maintenance parts ready for pick-up by the end of the next business day and repair parts ready for pick-up by the end of 2nd business day.

### WHEN DOES WILLCARE 335 ADVANTAGE BECOME EFFECTIVE?

From the date of signing this agreement.

### HOW LONG IS THE TERM OF COVERAGE?

WillCare 335 ADVANTAGE applies for 3 years/3,500 hours and ends at 7,000hrs.

### WHEN AND WHERE CAN A SERVICE BE UNDERTAKEN?

In Victoria and Tasmania between 6:00am and 6:00pm inclusive of travel time, Monday to Saturday, excluding public holidays. (Note: a surcharge of \$250 will apply out of hours).

### WHAT IS NOT COVERED UNDER WILLCARE 335 ADVANTAGE?

Any additional items that are not included within the Operation and Maintenance Manual at defined hourly intervals.

### CAN A 335 ADVANTAGE CVA BE TERMINATED?

Yes, the 335 Advantage renewal CVA can be terminated before reaching 7,000 hours.

### DOES THE EQUIPMENT NEED TO BE CLEANED BEFORE IT IS SERVICED?

Yes. The machine must be cleaned prior to servicing so that work can be performed efficiently and effectively, without health risk to service personnel. If the machine needs cleaning by William Adams, additional charges may apply.

### WHEN SHOULD THE EQUIPMENT BE SERVICED TO REMAIN ELIGIBLE FOR FIXED PRICING?

Servicing must be completed within three months or 100 hours of the due service date. If two scheduled services (in any order) are not completed by William Adams, the agreement ends, and the machine is no longer eligible for fixed-price servicing.

### IS TRAVEL INCLUDED?

Yes, within William Adams' dealer territory of Victoria and Tasmania.

### CAN 335 ADVANTAGE BE TRANSFERRED?

Yes, provided the machine is sold within William Adams' territory and before reaching 7,000 hours.

### ARE REFUNDS AVAILABLE FOR PAID UPFRONT SERVICING?

Yes. Any servicing paid for upfront at the start of the agreement and not used to cover service events that have been performed will be rolled into a new WillCare Customer Value Agreement or provided as a credit to your trading account.

### TERMS AND CONDITIONS

William Adams' *Conditions of Quotation and Sale* form part of this Customer Value Agreement and will govern each supply of service parts and scheduled servicing to you. They are available at [www.williamadams.com.au/pages/terms-conditions/](http://www.williamadams.com.au/pages/terms-conditions/)

Our Service Commitment Terms and Conditions are available at [www.williamadams.com.au/pages/willcare-customer-value-agreement-cva/](http://www.williamadams.com.au/pages/willcare-customer-value-agreement-cva/)

The personal information you provide will be collected, used and managed in accordance with William Adams' Privacy Policy, available at <https://www.williamadams.com.au/privacy-policy/>

\* Additional charges may apply for assets that need Product Link installed. \*\*Technician travel time and mileage expenses are included as standard when scheduled maintenance is performed within Victoria or Tasmania. \*\*\*Service Commitment program is for eligible construction industry customers with a new or renewed CVA as of 1 November 2024 and cover eligible Caterpillar machine models manufactured 15 years or less before enrolled in a CVA only.

**HOW IS THE PRICING STRUCTURE CALCULATED?** Fixed-price servicing applies as an equal amount payable for each nominated service event as scheduled. Pricing is set at time of signing the agreement using the base model and serial number prefix and held for the duration of the agreement.

	BASE MODEL	SERVICES	WITH DPF		WITHOUT DPF	
			PER SERVICE	TOTAL	PER SERVICE	TOTAL
MOTOR GRADERS	120	7	N/A	N/A	\$2,700	\$18,900
	140	7	\$4,100	\$28,700	\$3,800	\$26,600
	150	7	\$4,500	\$31,500	\$3,700	\$25,900
	16	7	N/A	N/A	\$5,600	\$39,200
	160	7	N/A	N/A	\$3,700	\$25,900
	14	7	N/A	N/A	\$3,900	\$27,300
EXCAVATORS	313	7	N/A	N/A	\$1,700	\$11,900
	315	7	\$2,000	\$14,000	\$2,000	\$14,000
	315 GC	7	N/A	N/A	\$1,800	\$12,600
	317	7	N/A	N/A	\$1,700	\$11,900
	320 GC	7	N/A	N/A	\$2,100	\$14,700
	320	7	N/A	N/A	\$2,200	\$15,400
	323	7	N/A	N/A	\$2,300	\$16,100
	325	7	N/A	N/A	\$2,000	\$14,000
	326	7	N/A	N/A	\$2,300	\$16,100
	330 GC	7	N/A	N/A	\$2,300	\$16,100
	330	7	N/A	N/A	\$2,200	\$15,400
	335	7	N/A	N/A	\$2,300	\$16,100
	336 GC	7	N/A	N/A	\$2,300	\$16,100
	336	7	\$2,600	\$18,200	\$2,400	\$16,800
	340	7	\$3,000	\$21,000	\$2,200	\$15,400
	345 GC	7	N/A	N/A	\$2,400	\$16,800
	349	7	\$3,500	\$24,500	N/A	N/A
	350	7	N/A	N/A	\$3,100	\$21,700
	352	7	\$3,900	\$27,300	\$3,100	\$21,700
	374	7	\$4,800	\$33,600	\$3,600	\$25,200
	395	7	\$4,400	\$30,800	\$4,600	\$32,200
WHEEL EX	M315	7	N/A	N/A	\$2,500	\$17,500
	M316	7	N/A	N/A	\$2,700	\$18,900
	M318	7	N/A	N/A	\$2,600	\$18,200
	623	7	\$6,500	\$45,500	\$5,700	\$39,900
DOZERS	D1	7	\$1,900	\$13,300	\$2,600	\$18,200
	D2	7	\$2,100	\$14,700	\$2,900	\$20,300
	D3	7	\$2,700	\$18,900	\$2,800	\$19,600
	D4	7	N/A	N/A	\$2,700	\$18,900
	D5	7	N/A	N/A	\$3,700	\$25,900
	D6	7	\$4,300	\$30,100	\$4,700	\$32,900
ARTIC TRUCKS	D6 XE	7	\$3,900	\$27,300	\$5,600	\$39,200
	D7	7	\$4,700	\$32,900	\$3,700	\$25,900
	D8	7	\$4,800	\$33,600	\$3,900	\$27,300
	730	7	\$6,100	\$42,700	\$5,900	\$41,300
	730 EJ	7	N/A	N/A	\$6,000	\$42,000
	740 GC	7	\$6,000	\$42,000	\$6,200	\$43,400
	740 EJ	7	N/A	N/A	\$5,700	\$39,900
	745	7	\$6,600	\$46,200	\$6,800	\$47,600
	815	7	N/A	N/A	\$4,000	\$28,000
	816	7	N/A	N/A	\$4,000	\$28,000
COMPACTORS	825	7	\$5,900	\$41,300	\$4,500	\$31,500
	826	7	\$5,100	\$35,700	\$4,400	\$30,800
	836	7	\$6,700	\$46,900	\$5,700	\$39,900
	950 GC	7	N/A	N/A	\$3,000	\$21,000
	950	7	N/A	N/A	\$2,700	\$18,900
	962	7	N/A	N/A	\$2,700	\$18,900
	963	7	N/A	N/A	\$2,600	\$18,200
	966 GC	7	N/A	N/A	\$3,500	\$24,500
	966	7	N/A	N/A	\$3,000	\$21,000
	972	7	N/A	N/A	\$3,100	\$21,700
WHEEL LOADERS	980	7	\$4,200	\$29,400	\$4,000	\$28,000
	982	7	N/A	N/A	\$4,300	\$30,100
	988 GC	7	N/A	N/A	\$5,000	\$35,000
	988	7	N/A	N/A	\$5,500	\$38,500
	988 XE	7	\$6,200	\$43,400	N/A	N/A

All prices are effective 1 July 2025 until 31 December 2025, excluding GST and subject to change

**PLEASE ENROL THE FOLLOWING MACHINES WITH A WILLCARE 335 ADVANTAGE EXTEND CVA**

MODEL	SERIAL NO.	CURRENT HOURS	ESTIMATED USAGE P/A (HRS)	CONNECTED
				Yes / No
				Yes / No
				Yes / No
				Yes / No
CUSTOMER DETAILS				
CUSTOMER:		CUSTOMER NO:		
ADDRESS:		STATE:		POST CODE:
CONTACT:		POSITION:		
PHONE:		EMAIL:		
DATE:		SIGNATURE:		
Please email completed forms to your sales representative or <b>CustomerSolutions@wadams.com.au</b>				