

WILLCARE

CUSTOMER VALUE AGREEMENT (CVA)

UPTIME COMMITMENT



William Adams



100 *Years* 1926 - 2026
AS YOUR CAT® DEALER

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

NEW MACHINE

A new machine CVA is our agreement with you to perform the planned maintenance using genuine Cat parts and service. Giving you peace of mind, that we've got you covered, no matter what.

 315 ADVANTAGE  335 ADVANTAGE			
FEATURES		SERVICE PARTS AND LABOUR	
Upfront Cost		\$0	\$0
10% OFF Genuine Cat Service Parts		✓	✓
Fixed Price Servicing		✓ 3 Years / 1,500 hrs	✓ 3 Years / 3,500 hrs
Premier Equipment Protection Plan (EPP)		✓	✓
Service Notification		✓	✓
Flexible Payment Options		✓	✓
Cat Trained Technicians		✓	✓
Cat Dealer Inspection		✓	✓
Cat SOS Fluid Analysis		✓	✓
Travel to Site Included*			✓
Cat Product Link Required**		✓	✓
VisionLink Subscription		✓	✓
Condition Monitoring		✓	✓
EXTEND Option +3,500 HRS			✓
Uptime Commitment***	Next Day Parts	✓	✓
	48 Hr Uptime Commitment	✓ 3 Years / 1,500 hrs	✓ 3 Years / 3,500 hrs

Terms and Conditions: *Technician travel time and mileage expenses are included as standard when scheduled maintenance is performed within Victoria or Tasmania. ** Additional charges may apply for assets that need Product Link installed. ***The Uptime Commitment is for eligible construction industry customers with a new machine with a Premier EPP. Terms and conditions apply.

INCLUSIONS OF WILLCARE



GENUINE CAT SERVICE PARTS

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



TRAVEL TO SITE INCLUDED*

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



FIXED PRICE SERVICING

Having a CVA provides peace-of-mind with knowing the fixed-price service costs for your machine model at each 500 hour service interval.



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.



PREMIER EQUIPMENT PROTECTION PLAN (EPP)

All new machines come with a Premier EPP. This protects your equipment beyond the standard warranty and covers you for unexpected break down and issues.



CAT® PRODUCT LINK**

Cat® Product Link™ is a hardware and software telematics system that wirelessly tracks the location, health, fuel usage, and operating hours of heavy machinery.



SERVICE NOTIFICATIONS

Tracking your equipment hours via Product Link to coordinate a Cat Trained Service Technician to undertake the required scheduled service in an efficient and accurate manner.



VISIONLINK SUBSCRIPTION

Product Link equipped assets subscribed with a complementary VisionLink Connect subscription or premium ConnectPro, Performance or PerformancePro subscriptions provide actionable insights into the condition, utilisation, and productivity of your equipment.



FLEXIBLE PAYMENT OPTIONS

Options of up-front payment or pay-as-you-go methods available to suit your needs.



CONDITION MONITORING

Gives you timely expert recommendations from our Condition Monitoring Advisors.



CAT TRAINED TECHNICIANS

We place 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 DEALER INSPECTION

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



EXTEND OPTION

We're giving you the option to extend your new equipment 335 Advantage CVA for an additional 3,500 hours, with fixed-price servicing. Price on application.

OUR CVA UPTIME COMMITMENT***

With a WillCare Customer Value Agreement (CVA), your parts and service come with a promise.



NEXT DAY PARTS***



48 HOUR UPTIME COMMITMENT***

Or you'll receive up to **\$1,000 CAT CREDITS*****

Or you'll receive a **DAILY ACCOUNT CREDIT*****

Terms and Conditions: *Technician travel time and mileage expenses are included as standard when scheduled maintenance is performed within Victoria or Tasmania. ** Additional charges may apply for assets that need Product Link installed. ***The Uptime Commitment is for eligible construction industry customers with a new machine with a Premier EPP. Terms and conditions apply.

TERMS & CONDITIONS

WHAT IS A WILLCARE ADVANTAGE CVA?

A WillCare 315 and 335 ADVANTAGE CVA is an agreement entered at the point of sale 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 315 & 335 ADVANTAGE CVA?

Under a WillCare CVA, we provide you with:

- A special 10% discount off our customer list price of the genuine Cat service parts kits for the duration of the agreement
- Genuine Cat service parts and fluids specific to your machine model at each service interval for the duration of the agreement
- Fully-equipped William Adams Cat trained technicians to perform the scheduled preventative service on-site
- All new machines come with a Premier Equipment Protection Plan (EPP). This protects your equipment beyond the standard warranty and covers you for unexpected break down and issues
- Fluid health through proven Cat S•O•S analysis with samples taken by a William Adams Cat trained technician
- Equipment inspection performed by a William Adams Cat trained technician at each scheduled service event using Cat Inspect
- Travel time and mileage included within the agreement within Victoria and Tasmania. Excludes 315 Advantage CVA
- Service event tracking and condition monitoring by our dedicated Customer Value Agreement Coordinator and Condition Monitoring team
- Priority booking through timely contact by your local William Adams Branch Service Coordinator prior to each scheduled service event to arrange the on-time performance of each service
- **UPTIME COMMITMENT:** A Next Day Parts Commitment to provide maintenance, wear & common repair parts ready for pick-up by the end of the next business day or by the agreed need-by-date (order must be placed no later than 2:00pm day prior). If the part cannot be supplied in time, Cat Credits will be issued for the cost of the part, up to the value of \$1,000
- **UPTIME COMMITMENT:** A 48 Hour Uptime Commitment in a machine down situation, to repair your machine to operating condition within 48 hours, or you will receive a daily account credit (amount varies by machine model). Timer starts from 7.30am the following business day from the original notification. Does not include Sundays or Public Holidays
- Uptime commitment is for eligible construction industry customers with a new machine with Premier EPP.

HOW LONG IS THE TERM OF COVERAGE?

New equipment CVAs vary per package. 315 Advantage covers 3 years / 1,500 hours and 335 Advantage covers 3 years / 3,500 hours. There is the option to EXTEND your 335 Advantage CVA for an additional 3,500 hours.

HOW IS PRICING CALCULATED?

Fixed-price servicing applies as an equal amount payable for each nominated service event as scheduled. Pricing is set at the point of sale using the base model and serial number prefix and held for the duration of the agreement.

WHEN DOES THIS WILLCARE CVA BECOME EFFECTIVE?

This is effective from the date of delivery for equipment sold from 1 August 2026.

WHERE CAN THIS SERVICE BE PROVIDED?

Within Victoria and Tasmania.

WHAT ARE THE WILLCARE INVOICING PAYMENT OPTIONS?

Options of up-front payment or pay-as-you-go methods are available to suit your needs.

TERMS AND CONDITIONS

The supply of parts, component repair and scheduled maintenance services to you under this Customer Value Agreement are governed by the general provisions of William Adams' *Conditions of Quotation and Sale*. The *Conditions of Quotation and Sale* are available at www.williamadams.com.au/pages/terms-conditions/

Our Uptime Commitment Terms and Conditions are available at www.williamadams.com.au/pages/willcare-customer-value-agreement-cva/

FIXED PRICE SERVICE COSTS

Here is a list of service costs you'll pay under your CVA. No hidden surprises, just a transparent commitment from us. Prices effective from 1 August 2026 - 31 December 2026.

WILLCARE 315 ADVANTAGE (0–1,500) - FIXED-PRICE SERVICE COSTS (EXCLUDES TRAVEL)		
MACHINE TYPE	MODEL	PRICE (EX GST)
Roller	CB1.7–CB7, CC2.6–2.7, CP12, CP13, CW12 – CW34	\$ 1,500
Skid Steer Loader	216 – 270 XE	\$ 1,500
Compact Track Loader	239 – 285 XE	\$ 1,500
Excavator	301.7 – 303.5	\$ 1,500
Excavator	304 – 310	\$ 1,900
Paver	AP300 – AP655	\$ 2,000
Roller	CB10, CP7, CP17, CP44, CP56, CS7 – CS19	\$ 2,000
Backhoe Loader	428 – 444	\$ 2,300
Wheel Loader	906 – 938	\$ 2,300

WILLCARE 335 ADVANTAGE (0–3,500) - FIXED-PRICE SERVICE COSTS (INCLUDES TRAVEL)		
MACHINE TYPE	MODEL	PRICE (EX GST)
Excavator	313 – 335	\$ 2,000
Track Loader	963, 973	\$ 2,000
Wheel Loader	966 XE, 972 XE, 980 XE, 982 XE	\$ 2,000
Excavator	336 – 395	\$ 2,400
Wheeled Excavator	M315 – M322	\$ 2,400
Motor Grader	120, 140, 150, 160, 14, 16	\$ 2,600
Compactor	815 – 836	\$ 2,600
Wheel Loader	950 – 982, 988 XE	\$ 2,600
Wheel Loader	988, 988 GC	\$ 3,000
Dozers	D1 – D6	\$ 3,000
Articulated Trucks	730 – 745	\$ 4,500
Dozers	D7, D8	\$ 4,500

UPTIME COMMITMENT RATES

Your new CVA comes with an uptime commitment promise. If your machine breaks down, we will have it back in operating condition within 48 hours of being notified*. If we don't, for new machines, we'll pay you an uncapped daily credit until it's back in operating condition. That's our promise to you! Prices effective from 1 August 2026 - 31 December 2026.

NEW MACHINE CVA UPTIME COMMITMENT - DAILY CREDIT RATE		
MACHINE TYPE	MODEL	DAILY RATE (EX GST)
Compact Track Loader	239 – 285 XE	\$ 100
Skid Steer Loader	216 – 270 XE	\$ 100
Excavator	301.7 – 307.5	\$ 100
Roller	CB1.7 – CW34	\$ 100
Excavator	308 – 320	\$ 200
Backhoe Loader	428 – 444	\$ 200
Wheel Loader	906 – 914	\$ 200
Dozer	D1 – D4	\$ 200
Wheeled Excavator	M315 – M322	\$ 200
Excavator	323 – 335	\$ 300
Wheel Loader	924 – 962	\$ 300
Paver	AP300 – AP655	\$ 300
Cold Planner	PM310 – PM313	\$ 300
Motor Grader	120 – 150	\$ 400
Excavator	336 – 350	\$ 400
Articulated Truck	725 – 735	\$ 400
Track Loader	963	\$ 400
Wheel Loader	966 – 972	\$ 400
Dozer	D5	\$ 400
Cold Planner	PM620	\$ 400
Motor Grader	14 – 160	\$ 500
Excavator	352 – 395	\$ 500
Scraper	612 – 657	\$ 500
Articulated Truck	740 EJ – 745	\$ 500
Compactors	815 – 836	\$ 500
Wheel Loader	980 – 990	\$ 500
Dozer	D6 – D8	\$ 500
Road Reclaimer	RM300 – PM500	\$ 500

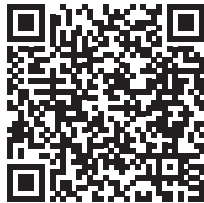
WANT TO KNOW MORE

Do you have questions or want to sign up? Just reach out, we're here to help.

WILLIAMADAMS.COM.AU

CVA@WADAMS.COM.AU

1300 923 267 (WADAMS)



William Adams



100 *Years* 1926 - 2026
AS YOUR CAT[®] DEALER

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