

WILLCARE

CUSTOMER VALUE AGREEMENT (CVA)

SERVICES COMMITMENT



William Adams



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

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

EXISTING MACHINE | AFTERMARKET OR RENEWAL

A CVA is our agreement to you, for either parts, servicing or a full repair. Giving you peace of mind, that we've got you covered, no matter what.

		CONVENIENCE	ADVANTAGE	ULTIMATE
FEATURES		SCHEDULED SERVICE PARTS	SCHEDULED SERVICE PARTS AND LABOUR	TOTAL SERVICE AND REPAIR
Upfront Cost		\$0	\$0	\$0
10% OFF Genuine Cat Service Parts		✓	✓	✓
Service Notification		✓	✓	✓
Flexible Payment Options		✓	✓	✓
Cat Trained Technicians			✓	✓
Cat Dealer Inspection		OPTIONAL	✓	✓
Cat SOS Fluid Analysis		OPTIONAL	✓	✓
Travel to Site Included*			✓	✓
Total Service & Repair				✓
Component Overhaul				✓
Cat Product Link Required**		✓	✓	✓
VisionLink Subscription		✓	✓	✓
Condition Monitoring		✓	✓	✓
Services Commitment ***	Term	Minimum 12 Months	Minimum 12 Months	Minimum 12 Months
	Next Day Parts	✓	✓	✓
	Two Day Repair		✓	✓

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 Services Commitment program is for eligible construction industry customers. Terms and conditions apply.

INCLUSIONS OF WILLCARE

Depending on the type of CVA you have chosen, there are various benefits and inclusions. Here is a breakdown of each:



GENUINE CAT SERVICE PARTS

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



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.



SERVICE NOTIFICATIONS

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



TOTAL MAINTENANCE & REPAIR

Trained technicians perform the scheduled maintenance and repairs in the field or at a William Adams CAT service centre at the scheduled and agreed time, providing the ultimate in service and added peace of mind.



FLEXIBLE PAYMENT OPTIONS

Options for up-front-payment, scheduled payment, and pay-as-you-go payment methods available.



COMPONENT OVERHAUL

Trained technicians perform the scheduled component overhauls at a William Adams CAT service centre at the scheduled and agreed time, providing the ultimate in service, minimising unplanned down time and added peace of mind.



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® 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.



CAT DEALER INSPECTION

Equipment inspection performed by a William Adams technician at each scheduled service, repair and component overhaul event using Cat Inspect app.



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.



TRAVEL TO SITE INCLUDED*

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



CONDITION MONITORING

Gives you timely expert recommendations from our Condition Monitoring Advisors.

OUR CVA SERVICES COMMITMENT***

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



NEXT-DAY PARTS***



TWO-DAY REPAIR***

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

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TERMS & CONDITIONS

WHAT IS A WILLCARE CUSTOMER VALUE AGREEMENT?

A WillCare CVA is an agreement for the provision of scheduled servicing and optional repairs using genuine Cat service parts and fluids, Cat Scheduled Oil Sampling (S•O•S), all performed by fully-equipped William Adams Cat trained technicians where labour is included.

WHAT IS INCLUDED WITH A WILLCARE CVA?

Depending on the type of 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 and component repair included for the duration of the agreement
- Fully-equipped William Adams Cat trained technicians to perform the component repairs and scheduled preventative service on-site
- 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 services and repair event using Cat Inspect
- Travel time and mileage included within the agreement within Victoria and Tasmania
- 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 and repair event to arrange the on-time performance of each repair and service
- **SERVICES COMMITMENT:** A Services 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). Cat Credits will be issued for the cost of the part, up to the value of \$1,000
- **SERVICES COMMITMENT:** A Services Commitment to repair your machine to operating condition within two days, or you will receive Cat Credits of \$1,000 for CVAs with dealer labour. Timer starts from 7.30am the following business day from the original notification or by the agreed need-by-date. Does not include weekends or Public Holidays. Not valid for parts only CVAs
- Services commitment is for eligible construction industry customers. Terms & Conditions apply.

HOW LONG IS THE TERM OF COVERAGE?

A WillCare Aftermarket / renewal CVA is provided for a minimum of 12 months and is tailored to meet your specific needs. Parts-only Convenience CVAs will auto renew.

HOW IS PRICING CALCULATED?

Pricing normally covers all planned work over the term and is tailored to suit the Customer's site requirements (except Convenience CVAs).

With all WillCare CVA enrolled machines, pricing is based on the William Adams customer list price at the date of enrolment as follows:

- Genuine Cat parts
- Genuine Cat bulk oils
- Labour and travel
- The price is adjusted for rise or fall every 6 months over the term of the agreement in line with labour, parts and oil price changes.

WHEN DOES A WILLCARE CVA BECOME EFFECTIVE?

For existing equipment, this is the date of enrolment or renewal of the agreement.

WHERE CAN THIS SERVICE BE PROVIDED?

Within Victoria and Tasmania.

WHAT ARE THE WILLCARE INVOICING PAYMENT OPTIONS?

Options of up-front payment, monthly scheduled 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* and the specific terms of a *Total Maintenance & Repair Agreement* you will enter into with us in substantially the form attached. The *Conditions of Quotation and Sale* are available at 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/

SERVICES COMMITMENT RATE

Your new CVA comes with a Services Commitment promise. If your machine requires a repair to be performed by us, we will have it back in operating condition within two days***. If we don't complete the repair, we'll pay you Cat Credits of \$1,000. That's our promise to you!

AFTERMARKET | RENEWAL CVA SERVICES COMMITMENT - CREDIT RATE

All Machines	All models	\$1000 Cat Credits ***
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ENROL MY MACHINE WITH A CVA

MODEL	SERIAL NO.	CURRENT HOURS	ESTIMATED USAGE P/A (HRS)	CONNECTED	CVA TYPE
				Yes / No	
				Yes / No	
				Yes / No	
				Yes / No	
				Yes / No	
				Yes / No	
				Yes / No	
				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 CustomerSolutions@wadams.com.au

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

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