



CAT® CVA



Cat® Customer Value Agreements (CVAs) make machine ownership easy, predictable and tailored to your operation.



CUSTOMER VALUE AGREEMENTS

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EQUIPMENT





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YOUR CVA AT A GLANCE

WHAT'S A CUSTOMER VALUE AGREEMENT?

A Cat® Customer Value Agreement, or CVA, is a machine-maintenance plan designed to make equipment ownership easier.

Whether you prefer to perform maintenance yourself or rely on Foley Equipment, your CVA can be tailored to your machine, your operation and the level of support you need. Each agreement helps ensure maintenance is completed where and when it is needed, using genuine Cat parts and the experience of the Foley Equipment team.

Whether you're buying new, buying used or looking to better protect equipment you already own, a CVA can be added to help extend machine life and keep owning and operating costs more predictable.

BACKED BY THE CAT SERVICES COMMITMENT

Every Cat CVA includes the Services Commitment, designed to reduce downtime and keep your operation moving with next-business-day availability for eligible Cat maintenance, wear and repair parts.

When your CVA includes Foley labor, qualified common repairs are completed within two business days of approval or when another time better fits your schedule. If an applicable commitment is not met, you may be eligible to receive Cat Credits.*

* Services Commitment applies to eligible parts and qualified common repairs. The two-business-day repair commitment requires a CVA that includes labor. Cat Credits, eligibility, coverage and other terms and conditions may vary. Contact Foley Equipment for complete details.





IS A CVA RIGHT FOR YOU?

THERE'S A CVA FOR EVERYONE

A CVA is designed for anyone who wants easier, more reliable equipment ownership. New or used, every Cat machine is eligible—whether it was purchased from Foley Equipment, another Cat dealer or a reseller. From a single machine to an entire fleet, and from self-performed maintenance to full Foley support, there's a plan built to fit your operation.

OWNERSHIP MADE EASY

Cat CVAs simplify equipment ownership by bringing maintenance, parts and protection together in one convenient plan. You'll know what your equipment needs, when it needs it and what to expect along the way. With flexible options and dependable support from Foley Equipment, a CVA helps you manage costs, maximize uptime and protect your machine's resale value—all while keeping it performing to Caterpillar standards.



YOUR CVA: WHAT TO EXPECT

OUR VALUE PROMISES

However you choose to manage maintenance, you can count on the value and support of Caterpillar and Foley Equipment to help keep your equipment and your operation moving forward.

HASSLE-FREE MAINTENANCE

Get genuine Cat parts delivered on schedule, helping ensure the reliability and performance your equipment was built to deliver. If you prefer to perform maintenance yourself, your parts can include clear instructions to help you complete the work with confidence. Every CVA is backed by Foley Equipment expertise, dependable parts availability and the Cat Services Commitment.

EQUIPMENT PROTECTION AND EXPERT SUPPORT

Your CVA can include Equipment Protection Plan coverage for new equipment, along with component protection options for machines you already own. Coverage may include injectors, turbochargers and aftertreatment components. You'll also have access to Foley Equipment diagnostics and repairs using genuine Cat parts, backed by priority service response through the Cat Services Commitment.

CONFIDENCE IN EQUIPMENT HEALTH

Stay ahead of potential issues before they interrupt your operation. VisionLink® provides equipment insights such as operating hours, location, fuel usage and maintenance alerts. Fluid analysis through the Cat S-O-S Services program monitors oil, fuel and coolant to help identify concerns early. Equipment inspections provide another layer of visibility, with results available through the VisionLink app.

CAT SERVICES COMMITMENT

Staying ahead starts with planning ahead. With a CVA, you receive genuine Cat parts when promised. It's the Cat Services Commitment, available exclusively with a CVA and backed by Foley Equipment.

PARTS AVAILABILITY

As part of the Cat Services Commitment, eligible CVAs include dependable parts availability for planned maintenance and qualifying repairs.

If covered parts are not available within the promised timeframe, you may be eligible for a payment. It's added assurance that the parts you need will be there when you need them.

SERVICE THAT KEEPS YOU MOVING

You're committed to meeting your customers' needs, and your CVA is designed to support the needs of your operation. CVAs that include Foley Equipment labor provide expedited service through the Cat Services Commitment, helping reduce downtime and get your machine back to work faster.

You receive:

- + Expedited technician response to diagnose or begin addressing unplanned service needs—typically within one to two business days, based on machine type and CVA coverage.*
- + Priority scheduling at the next available service appointment.
- + Advance diagnostics to help your technician arrive prepared and complete service as efficiently as possible.
- + Progress updates so your team knows the repair status and when the machine is expected to return to work.



*Response times vary by machine type and CVA coverage. Eligible BCP machines with a labor-inclusive CVA qualify for a one-business-day response; other eligible machines qualify for a response by the second business day.

FOR THOSE WHO WANT THE SUPPORT OF FOLEY EXPERTS

For operations that prefer expert service support, a CVA with Foley Equipment labor provides added confidence and convenience. Our trained technicians handle scheduled maintenance, inspections and qualifying repairs using genuine Cat parts, helping keep your equipment performing reliably and supporting longer machine life.

THE PLUS CVA (DO IT WITH ME) INCLUDES:

- + Dealer-performed maintenance and inspections.
- + Flexible plan terms.
- + Genuine Cat parts and fluids delivered with professional dealer service.
- + Component and EPP coverage options.
- + VisionLink, Condition Monitoring and S·O·SSM fluid analysis.
- + Priority scheduling, diagnostics and machine progress updates.
- + Services Commitment: Timely service response and parts availability promise.
- + Eligibility for Cat Certified Maintained (CCM).

THE ULTIMATE CVA (DO IT FOR ME) INCLUDES:

- + All the benefits of a Plus CVA.
- + Active Condition Monitoring by Cat dealers, offering valuable and proactive information.
- + Premier EPP coverage options for new machines that includes defects in material and Cat workmanship related to powertrain, hydraulics, technology, electronics, cab, brakes, steering and suspension.
- + Portable and transferable EPP across dealer networks.

FOR THOSE WHO WANT ADDED PROTECTION FOR KEY SYSTEMS

For operations looking to protect high-wear components, CVAs for Ground Engaging Tools and Undercarriage provide targeted coverage and dependable support. Genuine Cat parts, expert monitoring and flexible protection options help extend component life, manage repair costs and keep your equipment working efficiently.



FOR THOSE WHO HANDLE THEIR OWN MAINTENANCE

If you prefer to handle maintenance yourself, a Basic CVA gives you the parts, fluids and guidance needed to complete the work with confidence. Genuine Cat parts and fluids are delivered when you need them, along with clear, step-by-step instructions. You stay in control of your maintenance schedule while protecting the quality, reliability and performance of your equipment.

THE BASIC (DO IT MYSELF) CVA INCLUDES:

- + Planned maintenance kits delivered on schedule to align to your service intervals.
- + Instructions aligned to your specific equipment and interval.
- + Flexible plan terms and single monthly payment options.
- + Connected machine data through VisionLink® for information such as hours, location, fuel use and maintenance alerts, along with convenient access to inspection results through VisionLink.
- + Timely parts availability through our Services Commitment — or get paid if delayed.

FIND THE RIGHT PLAN

No matter which type of CVA you choose, you can expect value promises that help keep your machine easy to own and ready to work. Every plan is backed by next-day availability for eligible Cat parts, while Plus and Ultimate plans receive the added benefits of the repair commitment when applicable.

BASIC (DO IT MYSELF):

You complete your own routine maintenance and we make it easy to get genuine Cat parts to get the job done.

PLUS (DO IT WITH ME):

This plan provides you with the required filters, oil and samples to complete the 250 and 500 hour service intervals while Foley will provide the required filters, oil, samples and the labor to perform the 1,000 hour services. Included with the 1,000 hour intervals, you will receive a comprehensive machine inspection with each visit.

ULTIMATE (DO IT FOR ME):

Foley provides all of the required liquid filters, oil, samples and labor on each service interval. This includes a comprehensive machine inspection at the 1,000 hour intervals plus a basic inspection with the other Foley performed services. Additional options for the above plans include Quick Evac unit 250 or 500 hour oil change interval options, dry filters, hydraulic oil and/or coolant change, valve lash adjustment and circle adjustments on Motor Graders including labor during a Foley provided service interval.

CVA PLAN FEATURES	MOST POPULAR		
	BASIC DO IT MYSELF	PLUS DO IT WITH ME	ULTIMATE DO IT FOR ME
	1 OR 3 YEARS	3 OR 5 YEARS	5 YEARS
12 Month Minimum Agreement Terms	•	•	•
Genuine Cat Parts	•	•	•
Connectivity	•	•	•
Preventative Maintenance Scheduling	•	•	•
Inspections or Scheduled Oil Sampling (SOS)	•	•	•
SOS Alerts & Reports	•	•	•
Dedicated Condition Monitoring Analyst		•	•
Oil & Fluids		•	•
Equipment System Alerts & Events		•	•
Service Labor Preventive Maintenance (Levels 3, 4, 5)		•	•
Service Labor Preventive Maintenance (Levels 1-5)			•
Dedicated Equipment Manager			•
Scheduled Reports			•
Future Maintenance Needs / Requirements			•
Advanced Electronic Data Analysis			•
Lifecycle Planning			•

Defining our key CVA terms and offerings:

Customer Value Agreement (CVA)

Definition: A CVA is a tailored ownership plan that brings Cat parts, services and dealer support together around how you want to own and operate your equipment.

Why it matters: Instead of chasing down maintenance tasks or worrying about unexpected repairs, you have a plan in place from day one. CVAs simplify ownership, control costs and protect your uptime.

Services Commitment

Definition: Our commitment built into CVAs — parts and service are delivered within set timeframes, with financial credits if commitments aren't met.

Why it matters: It's not just support. It's reliable support. Services Commitment gives you certainty when downtime threatens your schedule.

Preventative Maintenance

Definition: Regularly scheduled services to keep equipment in top shape before issues arise.

Why it matters: Preventative maintenance helps reduce costly surprises, maximize uptime and extend the life of your machine.

Condition Monitoring

Definition: Using machine data and inspections to track the health of your machine over time.

Why it matters: Think of it as an early warning system. Condition Monitoring helps spot potential problems before they turn into downtime, saving you money and freeing you from worry.

Flexible Payment Options

Definition: The ability to roll your CVA costs into one easy monthly machine payment or choose another structure that works for you.

Why it matters: Clear, predictable budgeting without surprise expenses makes managing ownership costs much easier.

S-O-SSM Services/ Fluid Analysis

Definition: Lab testing of your machine's fluids (oil, coolant, fuel) to check for early signs of wear or contamination.

Why it matters: It's like a blood test for your machine. Regular fluid analysis can prevent costly breakdowns by catching issues before they become serious.

Genuine Cat Parts

Definition: Parts built specifically for your Cat equipment, delivered when and where you need them.

Why it matters: Genuine parts fit right, perform better and last longer. They keep your equipment running like it should and protect your investment.

Planned Maintenance (PM) Kits

Definition: Pre-packaged kits with everything you need for scheduled service intervals, available on time, at your desired location.

Why it matters: No more guessing, no more searching. Everything arrives when you need it, ready to go, saving you time and hassle.

VisionLink

Definition: A web and mobile platform that shows machine data (such as hours, location, health alerts) in one easy dashboard.

Why it matters: VisionLink puts powerful information in your hands. With a few clicks, you can monitor your fleet, plan maintenance and make data-driven decisions.



Cat Customer Value Agreements are the simple way to protect your equipment and your time. Whether you do the work yourself or depend on your Cat dealer, a CVA keeps your machines easy to own and ready to work, with reliability built in.



HOW

TALK WITH YOUR FOLEY EQUIPMENT PRODUCT SUPPORT REPRESENTATIVE OR VISIT [FOLEYEQ.COM](https://foleyeq.com) TO FIND THE RIGHT PLAN FOR YOUR OPERATION.