

The MacAllister logo features a stylized checkered flag icon to the left of the word "MacAllister" in a bold, sans-serif font.The CAT logo consists of the letters "CAT" in a bold, sans-serif font, with a yellow triangle graphic integrated into the letter "A".

CUSTOMER VALUE AGREEMENT

Gain peace of mind today for an uncertain tomorrow with a MacAllister CVA.







MACALLISTER CVA

WHAT'S A CVA?

Customer Value Agreements (CVAs) are your gateway to easy ownership. CVAs are machine maintenance plans that fit your business needs. Whether you take care of maintenance yourself or prefer to work with your CAT® dealer, every CVA helps protect your investment and support long-term equipment performance.

Each option is supported by planned maintenance, genuine CAT® parts and dealer expertise. You get flexibility to maintain your equipment on your terms. If you're buying new or simply buying a machine that's new to you, you can add security, peace of mind and extend the reliable performance of your CAT® equipment by adding a CVA.

*Terms and Conditions apply.
Learn more at macallister.com/serviceterms and macallister.com/cvaterms

OUR COMMITMENT TO YOUR UPTIME

At MacAllister, uptime matters. That's why eligible CVAs include clear parts and service commitments backed by CAT® Credits.

Services Commitment is how we protect your operation when it matters most. It's a clear, accountable pledge to help keep your machines running and your jobs moving.

What You Can Expect

- Next-Day Parts Availability
- Repairs completed on time
- Qualified technicians ready when you need them
- Clear commitments backed by accountability

This isn't marketing language. It's how we operate.

Built to Deliver

We've made deliberate investments to support this commitment:

- Expanded technician capacity and training
- Improved scheduling and planning systems
- Enhanced Parts Availability and logistics
- Stronger use of data and digital tools to anticipate needs—before downtime occurs

Services Commitment is fully integrated with our Customer Value Agreements, with clear commitments backed by CAT® Credits when qualifying commitments are missed.

Why It Matters

Speed alone isn't enough. You need confidence:

- Confidence your parts will be there
- Confidence service will respond quickly
- Confidence your dealer understands your fleet and your priorities

Services Commitment is how we deliver that confidence—every day.



ONE TEAM. BUILT TO WIN. POWERED BY TRUST.

SERVICES COMMITMENT



Our Services Commitment, included with eligible CVAs, provides two commitments backed by CAT® Credits

Parts Availability Guarantee

Covered maintenance and common repair parts available by the next business day. If we miss a qualifying commitment, you may receive CAT® Credits.

Here's how it works:

- Get your covered common repair parts by the next day business day.
- If we're unable to get them to you on time, you may receive CAT® Credits.

Equipment Repair Guarantee

For Gold and Silver CVAs, with qualifying service events, service is completed by the committed date or by the second business day after authorization. If we miss a qualifying commitment, you may receive CAT® Credits.

- Scheduling support to help get you into a service appointment quickly.
- Remote diagnostics, when available, to help prepare for your service visit
- Progress updates so your team stays informed on service status and expected timing.



BENEFITS

MacAllister CVAs provide planned maintenance support, machine health monitoring and the defined CVA benefits below:

- Less downtime. Stay ahead of problems with proactive inspections, machine monitoring and covered parts that show up when promised.
- More predictable maintenance costs. Maintenance plans help you budget with confidence and avoid unexpected hits to your bottom line.
- Stronger value. Well-maintained equipment supports better ownership records and future buyer confidence.
- Confidence. With dealer-backed support, you're never left on your own. MacAllister support is close by, through our Parts and Service network.



GOLD CVA

- Highest-support option for customers focused on uptime and fewer service interruptions.
- Includes Genuine CAT® filters, fluids, condition monitoring, SOS, annual inspections, and VisionLink.
- Includes maintenance labor from MacAllister Field Service, allowing the machine to remain on site.
- Ideal for critical equipment where downtime is expensive and moving the machine creates additional burden.
- Travel labor and truck use charge included, within MacAllister's service territory.

*Customers with machines operating at 500 hours or more contact your local Parts & Service Representative. Terms and Conditions apply. Learn more at macallister.com/serviceterms and macallister.com/cvaterms

CVAs may automatically renew as stated in the CVA Terms. See CVA Terms for details.



SILVER CVA

- Ideal for customers who want dealer-performed maintenance with the flexibility to bring their equipment to the shop for service.
- Includes Genuine CAT® filters, fluids, condition monitoring, SOS, annual inspections, and VisionLink.
- Includes maintenance labor performed in a MacAllister Machinery service shop, providing a cost advantage to Gold CVAs while retaining the Parts Availability and Equipment Repair Guarantees.

*Terms and Conditions apply. Learn more at macallister.com/serviceterms and macallister.com/cvaterms

CVAs may automatically renew as stated in the CVA Terms. See CVA Terms for details.



BRONZE CVA

- Cost-effective CVA for customers who prefer to handle their own maintenance.
- Includes Genuine CAT[®] filters, condition monitoring, SOS reporting, VisionLink, and Parts Availability Guarantee.
- Parts shipped via trusted third-party carriers (like UPS) makes it easy for customers with their own technicians or internal service process.
- Best fit for cost-conscious customers who still want planned maintenance support and machine health visibility.

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CVA COVERAGE OPTIONS

WHAT'S INCLUDED	GOLD	SILVER	BRONZE
CAT Recommended Filters & Parts per OMM	✓	✓	✓
Primary Engine Air Filter and Cabin Air Filter	✓	✓	✓
MacAllister Condition Monitoring	✓	✓	✓
Caterpillar SOS Oil Sampling and Reporting	✓	✓	✓
VisionLink Connect Subscription	✓	✓	✓
Services Commitment - Parts Availability Guarantee	✓	✓	✓
Services Commitment - Equipment Repair Guarantee	✓	✓	Does Not Apply
CAT Genuine Fluids & Annual Inspections	✓	✓	Available at additional cost
Labor Type:	Field PM Labor Included	Shop PM Labor Included	Parts Shipped directly to Customer

FROM GENUINE PARTS TO PEACE OF MIND

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 support uptime.

SERVICES COMMITMENT

Definition: Our commitment built into CVAs — parts and service are delivered within set timeframes. CAT® Credits may be issued for qualifying missed commitments, subject to validation and CVA terms.

Why it matters: Services Commitment gives you greater confidence when downtime threatens your schedule.

PREVENTIVE MAINTENANCE

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

Why it matters: Preventive maintenance supports uptime and supports long-term equipment performance.

CONDITION MONITORING

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

Why it matters: Condition Monitoring helps identify potential issues earlier and supports better maintenance planning.

PLANNED MAINTENANCE (PM) KITS

Definition: Pre-packaged kits with everything you need, planned around scheduled service intervals and delivery preferences.

Why it matters: No more guessing, no more searching. Kits arrive at planned service intervals, ready to go, saving you time and hassle.

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 (subject to credit approval and applicable sale or financing documents).

Why it matters: Budgeting helps make covered maintenance costs more predictable.

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 help catch issues before they lead to costly repairs.

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.

GVA GLOSSARY



CUSTOMER VALUE AGREEMENT

MacAllister.com/customer-value-agreements