



TM ADVANTAGE

KEEP YOUR EQUIPMENT EASY TO OWN AND READY TO WORK



Tractors Malaysia





EASY TO OWN. READY TO WORK.


INTRODUCTION

TM Advantage offers you a simple way to enjoy better maintenance solutions. TM Advantage is an easy ownership plan that caters to your business needs by extending equipment life whilst maximizing your investment. Whatever your industry, whatever your Cat® product, keeping it in excellent condition means more production and lower cost.

TM ADVANTAGE OPTIONS OVERVIEW

FIND THE RIGHT TM ADVANTAGE FOR YOUR OPERATION

TM Advantage comes in a variety of options to be able to meet the needs of your operation. Check out the summary of options available on this page. When you're ready, we can help you choose a package to keep your machines easy to own and hassle-free.

		INCLUDED WITH PURCHASE	Bronze (Parts Only)	Silver (Parts and Labour)	Gold (Parts, Labour, and Repairs)
Terms			1-3 years	1-3 years	3-5 years
Effortless Maintenance	Servicing				
	Genuine CAT parts	Recommended	✓	✓	✓
	Genuine CAT fluid	Recommended	Recommended	✓	✓
	Service instruction	Recommended	✓	✓	✓
	Dealer Trained Technicians	Recommended	Recommended	✓	✓
	Priority Service Notification	Automatic Notification	Notification via Email	Proactive Service Bookings	Proactive Service Bookings
Equipment Health Management	Digital Insight				
	Connectivity Hardware Maintenance	Recommended	✓	✓	✓
	Asset Maintenance Platform Access	Basic Package	✓	✓	✓
	Digital Inspection	Recommended	✓	✓	✓
	S O S Fluid Health Analysis	Recommended	Recommended	✓	✓
	Assets Condition Monitoring	Recommended	Automated alert only	Automated alert & Recommendations	Automated alert & Recommendations
Security of Expert Dealer Support	Asset Protection				
	Sub Component Protection Coverage	Recommended	-	✓	✓
Peace of Mind	Effortless Ownership				
	Total service & repair	Recommended	-	-	✓
	Cat Certified Maintained	Recommended	-	✓	✓
	Flexible Payment Terms	Complimentary	✓	✓	✓
	Application support and training	Recommended	✓	✓	✓



MORE FLEXIBILITY

Our set packages and optional services make it easy to choose the right TM Advantage for your business and your budget.

- Whether you need parts delivered to coincide with your maintenance schedule, or an all-encompassing repair maintenance and technical support package, we have the right solution for you.
- We offer a choice of three TM Advantage packages, and give you the option to add further services to create the most appropriate solution for your business.
- All of our standard TM Advantage packages include the benefit of Genuine Cat® Maintenance Parts, Digital Connectivity, Condition Monitoring and Flexible Payment Options.

BRONZE

Parts Only

We provide you with everything you need to carry out all of your essential preventative maintenance using genuine Cat parts kits, supplied to you when you need them.

SILVER

Parts & Labour

The Silver preventative maintenance package takes the hassle out of servicing with our certified technicians carrying out all required servicing with genuine Cat parts.

GOLD

Parts, Labour & Repair

Our Gold repair and maintenance solution provides total peace of mind, with all servicing, planned repairs, and breakdown response covered, offering you maximum protection and performance.

WHAT TO EXPECT IN EVERY TM ADVANTAGE

01 EFFORTLESS MAINTENANCE

TM Advantage ensures that maintaining your equipment is hassle-free with our comprehensive suite of services.

- **Genuine CAT Parts and Fluids:** Authentic CAT parts and fluids, meticulously engineered to Caterpillar's exacting standards. These components guarantee optimal performance, longevity, and reliability for your equipment, minimizing the risk of unexpected breakdowns and associated downtime.
- **Service Instruction:** Clear and concise guidance for maintenance procedures to streamline the process and reduce errors.
- **Dealer Trained Technicians:** Trained technicians that possess the knowledge and skills required to identify potential issues, deliver precise diagnostics, maintenance, and repairs with utmost professionalism and efficiency.
- **Priority Service Notification:** Ensures that your equipment receives timely attention by proactively notifying you of upcoming service needs. This feature helps in planning maintenance more effectively, reducing downtime, and keeping your operations running smoothly. With priority service, you're always a step ahead, ensuring that your equipment stays in peak condition with minimal interruptions.



02 EQUIPMENT HEALTH MANAGEMENT

Maintain the health of your equipment with our advanced management solutions, ensuring maximum uptime and efficiency.

- **Connectivity Hardware Maintenance:** As part of the TM Advantage package, customers receive a complimentary installation of Cat® Product Link™. This invaluable tool provides real-time insights into the performance of your machine or fleet.
- **Asset Maintenance Platform Access:** Access to a VisionLink platform providing real-time updates on equipment health and maintenance needs.
- **Digital Inspection Capability:** Advanced digital tools CAT Inspect for thorough inspections and accurate diagnostics.
- **S•O•S Fluid Health Analysis:** In-depth fluid analysis to monitor equipment health and prevent issues.
- **Assets Condition Monitoring:** Continuous monitoring of equipment conditions to ensure peak performance.





WHAT TO EXPECT IN EVERY TM ADVANTAGE

03 SECURITY OF EXPERT DEALER SUPPORT

Ensure your component is protected beyond the standard machine warranty with our Subcomponent Protection Coverage.

- **Subcomponent Protection Coverage:** Apart from the on time service scheduling, genuine cats filter to increase the longevity of the components, you will get the added confidence with protection on the critical components when sign up for the Silver & Gold packages.

04 PEACE OF MIND

Enjoy total peace of mind with our comprehensive service and support, allowing you to focus on your core business operations.

- **Total service & repair:** Customers who enrolled with Gold Level of TM Advantage will enjoy a total maintenance and repair contract where we will manage end to end of an asset lifecycle from servicing to planned repair and overhaul.
- **Flexible Payment Terms:** Customers could enjoy a flexible payment term ranging from pay per service or up front.
- **Application support and training:** We will provide yearly training on application support to further help customers in leveraging technology to support their business.

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Sime Darby Industrial Sdn. Bhd. 198001005436 (59220-K)

Email : sdi.care@simedarby.com

Facebook : [@tractorsmalaysia](https://www.facebook.com/@tractorsmalaysia)

Website : www.tractors.com.my