

# CAT<sup>®</sup> MARINE AND OIL & GAS



Tractors Malaysia



# EXCEED INDUSTRY STANDARDS

## PRODUCT INFO

Tractors Malaysia's Customer Value Agreement (CVA) features; individualised solutions for parts, services, and digital enablers that are designed to address the evolving needs and expectations throughout your asset lifecycle. No matter which CVA option you choose, you can expect us to help you keep your asset running.

### + INDIVIDUALISED SOLUTIONS

RANGING FROM TRADITIONAL PARTS & SERVICES TO CONNECTED TECHNOLOGIES AND MORE

### + CUSTOMISED TOTAL MAINTENANCE

AND REPAIR SOLUTIONS, INCLUDING ENGINE PLANNED AND UNPLANNED EVENTS

### + DATA-DRIVEN INSIGHT

ENABLED BY CONDITION MONITORING AND EXPERT ANALYSIS, ENHANCING EQUIPMENT OPERATION AND EFFICIENCY

## EASY TO OWN. READY TO RUN. THAT'S CVA.



### MINIMISE OPERATING COSTS

KNOW YOUR BUDGET AND BEST PRACTICES TO HELP IT.



### UPTIME

Keep running. Keep moving.



### TOTAL CARE

We monitor your systems. You drive your business forward.



### RETURN ON INVESTMENT

Providing a return from highly efficient equipment and data driven maintenance actions.



### LET'S GROW TOGETHER

Caterpillar and Tractors Malaysia are your trusted partners to help you get the most out of your CVA.

## BENEFITS OF CAT® CVA



### HASSLE-FREE OWNERSHIP

Price transparency with flexible payment terms and renewal options.



### HASSLE-FREE MAINTENANCE

Fixed maintenance and repair cost with guaranteed Cat® genuine parts.



### SECURITY OF EXPERT DEALER SUPPORT

Diagnostics and troubleshooting support from our Cat® expert.



### PEACE OF MIND FROM EQUIPMENT HEALTH MANAGEMENT

Cat® expert providing comprehensive failure prevention analysis on Cat engines while obtaining data-driven recommendations through Cat® Remote Fleet Vision.

# INTRODUCTION



## WE ARE EVERYWHERE

- » We are located near to where our customer operates the most across Malaysia shoreline, from the north-side of Kedah all the way to the west-side of Sabah and Sarawak. Wherever you are, our parts are ready to be delivered to you, anytime and anywhere by our certified marine technician and engineers.



## ENGINE HEALTH CHECK

- » With CVA, we provide you with annual health check including a walk around inspection, safety device functionality test and parameter check for your engine.
- » We guarantee you peace of mind for your equipment health so you can focus more on managing your business.



## MAINTENANCE AND WEAR & TEAR ITEM CHANGEOUT

- » The best way to ensure long engine life is through proper maintenance, be it preventive or major maintenance that is required.
- » With CVA, we guarantee you genuine Cat<sup>®</sup> parts replacement especially for wear and tear items, with the most competitive price you can get from the market.
- » We also offer fixed labor rates for both preventive and major maintenance for your equipment.



## CRITICAL SPARE STOCKING

- » We understand you want to minimize your downtime and keep your productivity at the highest level possible.
- » With CVA, you will have your critical spares in stock with us, ready to be delivered to you anytime and anywhere, so you do not have to worry about any unplanned maintenance or breakdown events to your equipment.



## UPGRADE KITS & EMISSION

- » With CVA, we offer you a huge variety of upgraded kits to make maintaining and servicing your old equipment easier.
- » The upgraded kits also offer you a solution to comply with your local regulation especially on your vessel's emission.



## CUSTOMER TRAINING

- » With CVA, we offer you training to help you and your staff get the most out of your engine.
- » Our training centre allows us to provide you with comprehensive training on engines, components, maintenance procedures, and efficient operation. This helps you get the most out of your investment.



## ENGINE EXTENDED SERVICE COVERAGE (ESC)

- » Extended Service Coverage provides customers repair cost protection for defects in material or factory workmanship beyond the Standard Warranty period.
- » With Extended Service Coverage (ESC), you get coverage that's just as durable and long-lasting, so you can spend less time managing your equipment and more time running your business.



## FINANCING SUPPORT

- » Worry less as we offer financial support to our CVA customers.
- » We offer you flexible credit terms so you will not have to worry about any unplanned breakdown of your equipment.



## CONNECTIVITY

### Cat® Remote Fleet Vision (RFV)

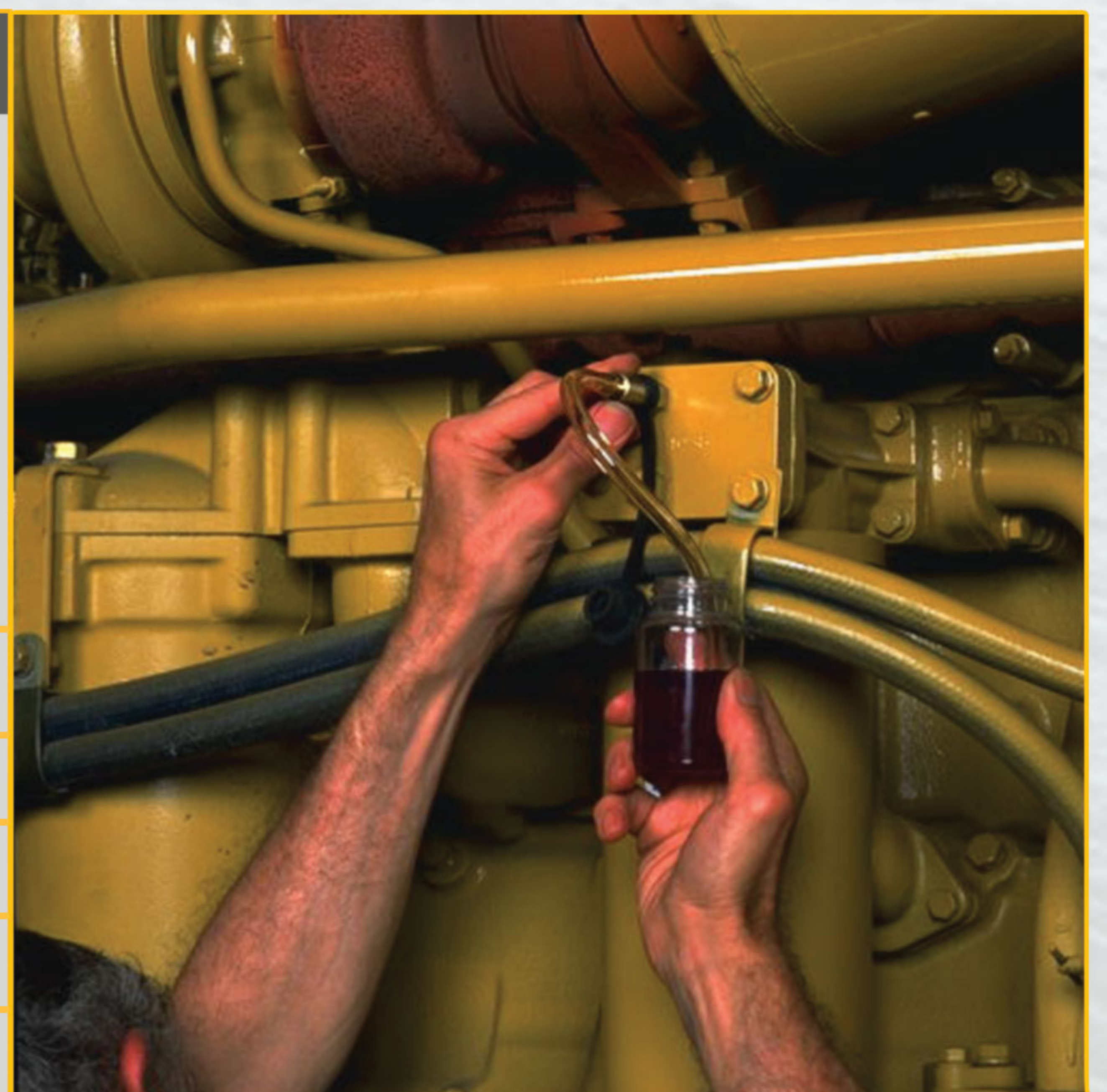
- » Cat® Remote Fleet Vision (RFV) is a remote engine monitoring solution that helps you track and manage all your assets with just a few clicks.
- » Instead of guessing where your assets are, what they're doing and how they're performing, you'll know right away. Now you can work more efficiently with a lower operating cost.



## SCHEDULE OIL SAMPLING (SOS) ANALYSIS

- » Our Scheduled Oil Sampling (S.O.S<sup>SM</sup>) service helps control the risk of contamination with scientific analysis, keeping your equipment operations efficient.

Package	Item
	<b>FULL TEST</b>
A	<ul style="list-style-type: none"> <li>• Kin. Viscosity 100 Deg C ASTM D7042</li> <li>• TBN ASTM D2896</li> <li>• FTIR ASTM E2414</li> <li>• Water Content ASTM D6304</li> <li>• 21 Elements by ICP ASTM D5185</li> </ul>
B	Acid No. ASTM D664
C	FTIR only
D	Diesel test
E	ICP 7 elements (Marine)
F	Coolant test



# MAXIMIZE THE LIFE AND HEALTH OF YOUR EQUIPMENT

Tractors Malaysia CVA Solution	Value Proposition	CVA Type		
		Level 1	Level 2	Level 3
Reduce Total Cost of Ownership	Contract Period	Less than 2 years	Less than 5 years	More than 5 years
	Engine Health Check			
Peace of Mind from Equipment Health Management	<ul style="list-style-type: none"> <li>✓ Walk around inspection</li> <li>✓ Safety device functionality test</li> <li>✓ Engine parameter check</li> <li>✓ One time per annum</li> </ul>	Yes	Yes	Yes
	Connectivity			
	Remote Fleet Vision (RFV) RFV + Engine Fuel Monitoring System RFV + Vessel Fuel Monitoring System	Yes No Optional	Yes Yes Optional	Yes Yes Yes
	Parts and Labor Agreement			
Hassle Free Maintenance & Energy Transition	<b>Preventive Maintenance Parts &amp; Labor Rate</b> <ul style="list-style-type: none"> <li>✓ Every 500 hours</li> </ul>	Yes	Yes	Yes
	<b>Major Maintenance Parts &amp; Labor Rate</b> <ul style="list-style-type: none"> <li>✓ Troubleshooting</li> <li>✓ Top Overhaul</li> <li>✓ Top &amp; Bottom Overhaul</li> <li>✓ General Overhaul</li> </ul>	No	Yes	Yes
	<b>Schedule Oil Sampling Package</b> <ul style="list-style-type: none"> <li>✓ 5 times per annum</li> </ul>	Yes	Yes	Yes
	<b>Wear &amp; Tear Item Changeout</b> <b>Critical Spare Stocking</b> <b>Manpower Support</b> <b>Upgrade Kits &amp; Emission</b> <b>Engine Extended Service Coverage (ESC)</b> <b>Credit Facility</b>	No No Yes No No Yes	No Optional Yes Optional Yes Yes	Yes Yes Yes Optional Yes Yes
	Customer Training			
Security of Expert Dealer Support	<b>Learning Course</b> <ul style="list-style-type: none"> <li>✓ CATERPILLAR school syllabus</li> <li>✓ 8 pax per session</li> </ul>	Preventive Maintenance	Operation & Maintenance (Basic)	Operation & Maintenance (Advance)

# WITH YOU ON THE WATER



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