



# CUSTOMER SUPPORT AGREEMENTS

Built around you

LET'S DO THE WORK.™



FINNING CUSTOMER  
SUPPORT AGREEMENTS


# GO WAY BEYOND


SERVICING AND MAINTENANCE

Your machines are built to work hard in the toughest conditions. Our Customer Support Agreements (CSAs) are designed to keep them working, every minute of every day.

Most importantly, they allow you to concentrate on your business in the knowledge that your fleet is in safe hands.

FOR MORE INFORMATION:

 [Finning.com/performance](https://finning.com/performance)

 1-888-346-6464





## BUILT AROUND YOU

Our standard CSAs feature our five core preventative maintenance elements: Genuine Cat® Maintenance Parts, Digital Connectivity, Condition Monitoring, Fluid Analysis and Flexible Payment Options. If you prefer to build your own, why not try our Tailored option providing maximum flexibility? Combined with our wide range of optional services, you can be sure that we have the right CSA for you and your needs.



### DIGITAL CONNECTIVITY

We use innovative wireless technology installed in your machines to connect with VisionLink®, which you can access on your computer or tablet. This information is then used to do everything from analyzing performance and operator handling to ordering parts to coincide with service schedules.



### CONDITION MONITORING

Using the information from VisionLink®, our Condition Monitoring Analysts will help you to keep your finger on the pulse of your equipment's health at all times. This will keep any unscheduled downtime to a minimum.



### FLUID ANALYSIS

Fluid sampling provides valuable data to help identify wear patterns, helping you to plan preventative maintenance. Identifying early signs of equipment fatigue and component wear greatly reduces the risk of critical failure.



### FLEXIBLE PAYMENT OPTIONS

Don't get caught out by maintenance costs. To help you stay on budget at all times, we have three different flexible payment options. Just pick the one that suits you best.



### MAINTENANCE PARTS

Maintenance parts typically represent just 3% of a machine's operating cost, why risk machine downtime by using alternative parts? Manufactured to the same exacting standards and specifications as your Cat equipment, genuine Cat parts deliver maximum protection and performance.

# MORE FLEXIBILITY

Our set packages and optional services make it easy to choose the right CSA 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 five CSA packages, and give you the option to add further services to create the most appropriate solution for your business.

All of our standard CSA packages include the benefit of: Genuine Cat® Maintenance Parts, Digital Connectivity, Condition Monitoring, Fluid Analysis and Flexible Payment Options. If you prefer to build your own, why not try our Tailored option? Tailored gives you maximum flexibility while retaining the invaluable insight that Digital Connectivity and Condition Monitoring provides, leaving you free to bolt on any of our other value-added services.

## ESSENTIAL

Maintenance Kits

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.

## ADVANCED

Integrated Labour

Get all the benefits of Essential, with the reassurance of Cat certified technicians perform all major preventative maintenance services.

## COMPLETE

Preventative Maintenance

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

## ULTIMATE

Repair and Maintenance

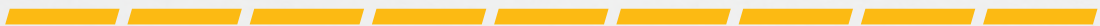
Our Ultimate repair and maintenance solution provides total peace of mind, with all servicing, planned repairs, and breakdown response covered, offering you maximum protection and performance.

## TAILORED

Customized Package

Completely customized to your business, Tailored support provides more of what you need and less of what you don't.

# MORE OPTIONS



# PAY FOR THE PARTS YOU NEED

## AND NOTHING ELSE

### WHY CHOOSE ESSENTIAL?

When you're trying to grow your business or manage your cash flow, the last thing you want to do is pay out more than you need to. Essential gives you full control over your machines' maintenance. You simply pay for the parts you need, when you need them. Parts are supplied to coincide with your service schedules, so there's no waiting around for parts to be sent, or losing time placing orders online or over the phone.

### WHAT'S INCLUDED?

Cat® Connectivity ensures parts kits are dispatched to coincide with the service schedule of every machine in your fleet. So your technicians always have all the parts they need on hand when they need them. You will also benefit from condition monitoring and our industry-leading fluid analysis service, which enables us to spot potential problems before they occur, reduces the risk of critical failure and minimizes downtime.

### CORE FEATURES



## BENEFITS

- ✔ **Fully connected** – Cat Connectivity provides you with valuable information about your machines such as: hours, location and fuel burn. These productivity insights will enhance performance and lower owning and operating costs to make you more competitive.
- ✔ **Condition monitoring** – peace of mind with Condition Monitoring Analysts checking your machine's health.
- ✔ **Simplified maintenance kit** – since the machine is connected, Cat part kits will be supplied to you to make maintenance even easier. You don't need to track service schedules to order parts.
- ✔ **Maximum protection** – maintenance parts typically represent just 3% of a machine's operating cost, why risk machine downtime by using alternative parts? Manufactured to the same exacting standards and specifications as your Cat equipment, genuine Cat parts deliver maximum protection and performance.
- ✔ **Just in time** – our supply chain process ordering means there's no need to spend money or lose precious inventory space to maintain stocked parts.
- ✔ **Flexible payments** – don't get caught out with maintenance costs, simply spread the cost with our flexible payment options.

## OPTIONAL EXTRAS

Customize your Essential support package with:

- ⊕ Inspections
- ⊕ Labour
- ⊕ Air filters
- ⊕ Fluids\*\*
- ⊕ Delivery\*\*

\*\*Fluids are not included as standard within the maintenance kit package. Maintenance kits are available for collection at one of our local branches or can be delivered direct to your site for a small additional freight charges.



# HANDS-ON SUPPORT

## WHEN YOU NEED IT

### WHY CHOOSE ADVANCED?

Our Advanced support package provides you with access to the knowledge and experience of our expert team on a flexible basis to suit your business. So why not complement your in-house technician knowledge? After all, no one knows more about Cat® machines than our Cat certified technicians.

### WHAT'S INCLUDED?

Our Advanced support package offers all the advantages of Essential plus the added benefit of hands-on support from our Cat certified technicians. It's the best of both worlds. You can use your own technicians and our Cat parts kits for minor 500 hour services. Then, get added peace of mind from letting our technicians perform major preventative maintenance services. In addition, this package includes regular inspections with detailed reports on the health and condition of your equipment, advisory notices to help you plan repairs and free download of our Electronic Technician's Report (ETR) that diagnoses existing and potential problems, avoiding unscheduled downtime.

### ADDITIONAL FEATURES

Included in this package



### CORE FEATURES







## BENEFITS

- ✔ **Maximize your workshop** – by utilizing a mix of your technicians and Finning technicians to spread the load of servicing while optimizing your own labour capabilities
- ✔ **On your terms** – be as flexible as you want and manage your servicing and inspections in a way that suits your business and its needs. You can also use a combination of your own technicians and Cat certified technicians to monitor and maintain the health of your equipment
- ✔ **Detailed inspection and health check** – get added value and more peace of mind from knowing that a Cat certified technician has also performed a health check on your machine
- ✔ **Fully connected**
- ✔ **Condition monitoring**
- ✔ **Simplified maintenance kit**
- ✔ **Maximum protection**
- ✔ **Just in time labour and parts delivery**
- ✔ **Flexible payments**

## OPTIONAL EXTRAS

Customize your Advanced support package with:

- ⊕ Air filters
- ⊕ Overtime (services outside of standard working hours)
- ⊕ Labour for minor 500 hour servicing
- ⊕ Fluids are still an option here (non-major services)
- ⊕ DPF
- ⊕ DEF Fluids
- ⊕ Coolant

# COMPLETE

Preventative Maintenance

# COMPLETELY HASSLE FREE

## COMPLETE PEACE OF MIND

### WHY CHOOSE COMPLETE?

Every Cat® machine is unique; a sophisticated piece of precision engineering, built on years of experience. To maintain optimum performance, you need experts who know each and every component part. People who have the experience to see at a glance if something is wrong, and the expertise to know how to fix it. Our highly trained Cat certified technicians have access to the latest Cat diagnostic technology and the full inventory of genuine Cat parts. Everything they need to keep your machines moving.

### WHAT'S INCLUDED?

Our Complete support package includes all parts and labour for scheduled servicing and maintenance, with all work being carried out by our Cat certified technicians using genuine Cat parts†. Optional out of hours servicing can be arranged to keep downtime to an absolute minimum.

You will also benefit from regular inspections to ensure any problems that require immediate attention are dealt with promptly, and less urgent repairs are planned into your maintenance schedule, maximizing machine availability.

### ADDITIONAL FEATURES

Included in this package



INSPECTION



COMPLETE  
LABOUR



### CORE FEATURES



DIGITAL  
CONNECTIVITY



CONDITION  
MONITORING



FLUID  
ANALYSIS



FLEXIBLE  
PAYMENTS



MAINTENANCE  
PARTS



## BENEFITS

- ✔ **Effortless maintenance** – take the hassle out of maintenance, simply leave it to us
- ✔ **Never miss a service** – all servicing is scheduled and performed by Finning
- ✔ **Detailed inspection and health check**
- ✔ **Fully connected**
- ✔ **Condition monitoring**
- ✔ **Simplified maintenance kit**
- ✔ **Maximum protection**
- ✔ **Just in time labour and parts delivery**
- ✔ **Flexible payments**

## OPTIONAL EXTRAS

Customize your Complete support package with:

- + Air filters
- + Overtime (services outside of standard working hours)
- + DPF
- + DEF Fluid
- + Coolant



# ULTIMATE

Repair and Maintenance

# MAXIMUM PEACE OF MIND

## MINIMUM DOWNTIME

### WHY CHOOSE ULTIMATE?

The best way to avoid machine failure is to plan for it. Our repair before failure policy means we maintain your components to keep them performing to the maximum, minimizing both planned and unplanned downtime. In the unlikely event that one of your covered components should ever breakdown, we've got you covered.

### WHAT'S INCLUDED?

Our Ultimate support offers total peace of mind. Combining industry-leading preventative maintenance services with the back-up of planned repair parts and breakdown parts, all for a fixed cost.

You'll benefit from our full suite of services – from Digital Connectivity, Condition Monitoring, Fluid Analysis, Flexible Payments and Maintenance Parts, along with inspections, servicing, planned repairs and breakdown response.

Following a thorough asset and site inspection and working with our Contract Performance Consultants we will work with you to develop the machine's repair strategy. Each Ultimate contract is then built for you, your machine and your operation, with a individual repair strategy for each machine. We then manage your machine through this repair strategy ensuring maximum machine performance and optimized owning and operating costs.

All work will be carried out by our Cat® certified technicians using genuine Cat parts.

### ADDITIONAL FEATURES

Included in this package



### CORE FEATURES



## BENEFITS

- ✔ **Minimize risks** – reduce the threat of unplanned downtime
- ✔ **Maximize performance** – less downtime means more productivity and efficiency
- ✔ **Effortless maintenance**
- ✔ **Never miss a service**
- ✔ **Detailed inspection and health check**
- ✔ **Fully connected**
- ✔ **Condition monitoring**
- ✔ **Simplified maintenance kit**
- ✔ **Maximum protection**
- ✔ **Just in time labour and parts delivery**
- ✔ **Flexible payments**

## OPTIONAL EXTRAS

Customize your Ultimate support package with items like:

- ⊕ Air filters
- ⊕ Overtime (services outside of standard working hours)
- ⊕ Ground engaging tools
- ⊕ Undercarriage
- ⊕ DPF
- ⊕ DEF Fluids



# TAILORED

Customized Package

# CUSTOM BUILT

## AROUND YOU

### WHY CHOOSE TAILORED?

In business, it always makes sense to plan ahead. Our Tailored support package offers you the flexibility to choose the additional services that are most important to your business requirements and budget.


### WHAT'S INCLUDED?

Anything you want. No two Tailored CSAs are the same. Each Tailored agreement is exactly that – tailored to your needs. You can mix and match whatever services you want to create. A support agreement that's unique to your requirements.

No one knows your fleet maintenance requirements better than you. So who better than you to shape your own agreement? Our Tailored packages are shaped completely by your needs. Think of them as a classic pick and mix; choose any core agreement and add any combination of options. Need help deciding? Just speak to our maintenance experts who'll help tailor the agreement to your needs.

FOR MORE INFORMATION:

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 1-888-346-6464



## CORE FEATURES



**DIGITAL CONNECTIVITY**



**CONDITION MONITORING**

## ADDITIONAL FEATURES

Pick and choose to suit you



**FLUID ANALYSIS**



**FLEXIBLE PAYMENTS**



**MAINTENANCE PARTS**



**INSPECTION**



**INTEGRATED LABOUR**



**COMPLETE LABOUR**



**REPAIRS**

## CUSTOMIZABLE OPTIONS

### FLUID ANALYSIS

(SELECT ONE MINIMUM)

Oil Analysis

Coolant Analysis

Fuel Analysis

### MAINTENANCE PARTS

Primary Air Filters

Secondary Air Filters

Std Service Parts

Fluids – Extended

Fluids – Engine Oil only

Cab Air Filters

Diesel Particulate Filter (DPF)

### INSPECTION

TA1 Walkaround

FinCam

Brake Testing

Chassis

Undercarriage (CTS)

Hydraulic Health Check

### LABOUR

500hr Service Labour

1,000hr Service Labour

2,000hr Service Labour

Overtime

### REPAIR PARTS

Undercarriage

Bucket and GET

Dozer Blade

Landfill Compactor Wheel

Glass

Engine

Truck Dump Body

Tires

Hydraulic Cylinders

Hydraulic Pumps

Transmission and Drivetrain

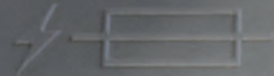
Diesel Exhaust Fluid

### OTHER

Minestar Technology

Loan Machine Cover

Core features of the CSA are Connectivity, Condition Monitoring, Fluid Analysis, Maintenance Parts and Flexible Payment Options



PL542

4G LTE GPRS CAN / CDL



PN: 616-7080-02  
SN: 1703070002J0018  
HEPA







# DIGITAL CONNECTIVITY

## STAY ONE STEP AHEAD

When it comes to equipment, knowledge really is power. The more you know about what's happening on the ground, the easier it is to make informed decisions. The more insight you have into machine and operator performance, the better you can plan and manage your operations.

## LOWER COSTS AND IMPROVE EQUIPMENT HEALTH

Connecting your machines to our industry-leading VisionLink® platform is simple. As part of all Finning support packages, Digital Connectivity provides you with access to live data from your machine's operating system and allows you to download up-to-the-minute reports to your desktop, tablet or mobile.

Once connected you can:

- ✔ See what your machines are doing and how efficiently they are doing it
- ✔ Monitor machine health, fuel consumption and operator performance
- ✔ Find the exact location of any and every machine – anytime, anywhere

## BENEFITS

- ✔ **Increase productivity** – optimize machine and operator utilization
- ✔ **Improve efficiency** – manage your entire fleet and jobsite via one interface
- ✔ **Control costs** – monitor and manage idle time and fuel burn
- ✔ **Optimize operator performance** – benchmark productivity and idle time
- ✔ **Minimize downtime** – schedule maintenance based on machine health
- ✔ **Reduce theft and fraud** – know where your machines are at all times





# CONDITION MONITORING



## KNOW-HOW TO GET MORE OUT OF YOUR FLEET

In today's modern world, we are surrounded by large amounts of data, unlocking its potential can give us a competitive edge. With Finning support agreements, you don't just get access to critical machine data; you get access to a team of experts who can help you turn insights into actions that deliver tangible results.

## OUR TEAM. YOUR RESOURCE

Our Condition Monitoring Team analyze and compare data from a variety of sources including Digital Connectivity feeds, Fluid Analysis results and inspection reports, to create a full 360° picture of your machines' health.

This allows us to:

- ✔ Make proactive recommendations to optimize performance
- ✔ Monitor wear on vital components
- ✔ Schedule repairs to coincide with service intervals
- ✔ Alert you to potential issues before they impact on performance
- ✔ Minimize the risk of critical failure

## BENEFITS

- ✔ **Greater productivity** – optimize the performance of every machine in your fleet
- ✔ **Maximize component life** – only change parts when they need changing
- ✔ **Reduced repair costs** – replace worn parts before they damage vital components
- ✔ **Increase operator efficiency** – see how your machines are being used and for how long





# FLUID ANALYSIS



## PREVENTION IS BETTER THAN CURE

Testing fluids on a regular basis and comparing the results with historical data enables us to make proactive recommendations. This means we can help extend your oil intervals, saving costs and the environment while ensuring action is taken before any failure occurs.

Our industry-leading Fluid Analysis laboratory is one of the largest and most sophisticated of its kind. Every year we test over 200,000 samples from all makes and models of machines for customers across the globe.

## 48 HOUR RESPONSE. REAL TIME REPORTING

You will receive a Fluid Analysis kit for every machine covered, together with details of how and when samples should be taken. Testing takes place within 24 hours of us receiving your sample, and the results are available online within 48 hours of the tests being completed. Depending on the support agreement taken, we will include this in your maintenance kit, or if a Finning technician is performing the service, we will take a sample.

## WHAT WE ANALYZE, AND WHY

- ✔ **Oil analysis** – allows us to predict oil life, identify changes in component condition and highlight wear trends
- ✔ **Coolant analysis** – detects the presence of contaminants that can impair the performance of the cooling system

## BENEFITS

- ✔ **Longer component life** – protecting vital components from unnecessary wear prolongs equipment life
- ✔ **Less unplanned downtime** – identifying potential problems before they occur allows you to schedule maintenance
- ✔ **Enhanced safety** – protect your equipment and those around it by reducing the risk of failure before it happens
- ✔ **Reduced waste** – only replacing fluids when they need changing minimizes waste and lowers environmental impact
- ✔ **Extended oil life** – changing oil based on condition ensures you get maximum value out of every litre





# FLEXIBLE PAYMENTS

## A BETTER CHOICE FOR EVERYONE

We recognize that each and every one of our customers have different requirements, particularly when it comes to finance. So, we offer a choice of different payment options. Whether you want the certainty of fixed monthly payments, the flexibility of paying as you go, or anything in-between, we've got something that will suit your business and budget.

## PAYMENT OPTIONS

- ✔ **Option 1: fixed monthly payments** – with fixed monthly payments you pay the same fixed sum each month, making it easy to budget and manage your cash flow.
- ✔ **Option 2: variable monthly payments** – the price you pay each month varies based on the number of hours worked. Your payments go up and down in line with fluctuations in your workload, ensuring your agreement costs are seamlessly aligned with your cash flow.
- ✔ **Option 3: price per service** – you pay an individual price for each service. We charge you for the service performed when it's performed.





**CAT**  
1R-0755  
Fuel Filter



**CAT**  
1R-0755

**1R-0755**

Fuel Filter



**Advanced**  
HIGH EFFICIENCY

CATERPILLAR®







# MAINTENANCE PARTS

## QUALITY WITHOUT COMPROMISE

Filters and fluids typically account for as little as 3% of the total cost of owning and operating a piece of equipment, but their influence goes further. By managing your maintenance parts, we can help you control costs by improving uptime and reducing repairs. Genuine Cat® maintenance parts protect major components that can be very costly and cause significant downtime if they fail.

## MADE TO WORK HARDER AND LAST LONGER

Manufactured to the same exacting standards and specifications as your Cat equipment, genuine Cat filters and fluids deliver maximum protection and performance.

### Genuine Cat filters

- ✓ Acrylic beads to prevent pleat bunching
- ✓ Spiral roving for greater pleat stability
- ✓ A nylon center tube to prevent material contamination
- ✓ Moulded end caps to prevent leaks

**Genuine Cat fluids** – Finning offers a wide range of oils, fluids and greases all tailor made to protect the different systems and applications your equipment needs.

- ✓ Choose from 300+ oil, grease and coolant products
- ✓ Available in a variety of package sizes to meet your needs
- ✓ All developed just for your machines and applications

## BENEFITS

- ✓ **Greater return on investment** – genuine Cat parts last longer
- ✓ **Lower costs** – prolong the service life of engine and hydraulic components
- ✓ **Increased productivity** – less fluid and filter changes maximizes uptime
- ✓ **Total peace of mind** – genuine parts included as standard on all agreements
- ✓ **Improved cashflow** – just in time delivery – no need to keep parts in stock (Essential CSA customers)

## FLUID CONFIGURATIONS\*\*

Finning CSAs are available in several fluid configurations to suit your requirements.

- ✓ **All fluids** – replaced at service interval regardless of condition
- ✓ **Or all fluids** – replaced based on condition during service interval
- ✓ **Engine oil only** – replaced during service interval

\*\*Fluids are not included as standard within the maintenance kit package. Maintenance kits are available for collection at one of our local branches or can be delivered direct to your site for a small additional charge. To access the Material Safety Data Sheets (MSDS) please see [www.catmsds.com](http://www.catmsds.com)







# INSPECTIONS

## INSIGHT IS EVERYTHING

Regular machine inspections play a vital role in our preventative maintenance approach. The more often a machine is inspected; the less likely anything will be overlooked and the sooner any potential issues can be identified and rectified. The more in-depth the inspection; the greater understanding we can gain of your equipment's health. All inspections are carried out by our Cat® certified technicians using the latest Cat inspection technology. As part of the inspection process we will follow up with you to recommend any identified repairs to ensure your fleet is always Health and Safety compliant.

## STANDARD INSPECTIONS

Machine inspections are standard in our Advanced, Complete, Ultimate and Tailored packages and available as an additional service with our Essential package.

**ET Download** – Cat machines collect and store a constant stream of health and performance data. This is downloaded in the form of an Electronic Technician Report every time a technician visits your site, providing in-depth insight into the condition of every machine in your fleet.

**Video Walkaround** – Video Walkaround Inspections are carried out whenever a machine is repaired at one of our FinCam enabled workshops. Available as standard with our Ultimate support package, FinCam allows you to view areas of concern and authorize work or request more information online.

**Digital Walkaround** – our technicians will carry out a Digital Walkaround inspection every time they visit your machine. You can also carry out your own inspections with the aid of Caterpillar's industry-leading inspection tool, Cat Inspect. Better than a simple notepad, Cat Inspect knows everything about every machine in your fleet – every access panel, every service centre, which means vital checks can be carried out quickly and efficiently yourself, minimizing downtime across your fleet.

## OPTIONAL INSPECTIONS

A range of optional inspections can be added to your CSA package to provide even greater visibility of machine health. These include:

- **Custom Track Service (CTS)** – CTS provides you with a detailed report of the health of your machine's undercarriage. This includes how worn each component is and estimated replacement dates, allowing you to accurately budget and forecast repair costs.
- **Hydraulic Health Check** – a machine can lose up to 20% of its hydraulic efficiency without the operator noticing. Our comprehensive Hydraulic Health Check highlights any problems that could lead to a loss of efficiency before they impact performance.







# LABOUR OPTIONS

## OUR EXPERTISE. YOUR CHOICE

A machine is only as reliable as the people who service it. Our Cat® certified technicians are amongst the best in the business; experienced, knowledgeable, highly qualified experts in all things Caterpillar.

## THE HIGHEST STANDARDS, AS STANDARD

Our support packages give you the choice of complete or integrated labour. Whichever option you choose, you have the reassurance of knowing that your machines are in expert hands. Our workshops are equipped with the latest Cat diagnostics equipment and digital inspection technology.

## LABOUR OPTIONS

**Integrated Labour** – in our Integrated labour package, Cat certified technicians perform the major preventative maintenance services. The minor services (500 hours) are carried out by your own technicians.

**Complete Labour** – our Complete labour option includes major and minor services, providing you with total peace of mind.

## BENEFITS

- ✓ **Flexible coverage** – up to 52 weeks a year, whenever you want, wherever you are
- ✓ **Cat certified technicians** – no one knows more about your machine
- ✓ **Complete or Integrated labour** – tailored to your requirements
- ✓ **State-of-the-art workshops** – equipped with the latest diagnostics equipment and tooling
- ✓ **Genuine Cat parts** – designed to work harder and last longer
- ✓ **Full parts and labour warranty** – all work guaranteed
- ✓ **Industry-leading health and safety standards** – total peace of mind







# REPAIRS

## THE RIGHT REPAIR

Whether you run one machine or a large fleet, ensuring your machine is in good health and working at its maximum performance is critical. From time to time your machine will need some repairs. When this happens it is important that these repairs are carried out quickly, professionally and cost-effectively to get you back to work. By adding Repair labour and genuine Cat® repair parts to your support agreement, you will ensure that:

- ✔ Only genuine Cat parts are fitted by Cat certified technicians
- ✔ Fast response times, with over 500 technicians ready to respond nationwide to get you back up and running quickly
- ✔ Repair before failure repair strategy to achieve maximum life from your components, lower repair cost vs after failure cost and minimized downtime
- ✔ Your cost is not only fixed, but it is spread over the life of your machine, so no unexpected price hikes


## OPTIONAL EXTRAS

There are a number of parts which are not typically included in an Ultimate contract, however, these can be added into your Customer Support Agreement as an additional service.

- ✦ **Ground engaging tools and buckets**
- ✦ **Undercarriage**
- ✦ **Truck dump bodies**
- ✦ **Chassis weld repairs**
- ✦ **Glass, audio equipment and cameras**
- ✦ **Consumable items (fuses, wiper blades, lamps, bulbs, paint, beacons, alarms and decals)**
- ✦ **Tires**
- ✦ **Accident and abuse damage**
- ✦ **Fire damage**

For a full list of inclusions and exclusions please contact us:


 [Finning.com/performance](https://finning.com/performance)

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