

Cat® Services Commitment with CVA – FAQ

What is a Customer Value Agreement (CVA)?

A Customer Value Agreement or CVA is an easy ownership plan fit to your business needs in order to extend equipment life and maximize your investment. Each CVA offers different elements depending on your needs but for any CVA, you can expect these four areas of ownership value.

1. Hassle-free ownership
2. Hassle-free maintenance
3. Security of expert dealer support
4. Peace of mind from equipment health management

Finning CVA options can be found [here](#).

How do I know if I have a CVA?

You can login to your Customer Portal account to verify which machines are enrolled in a CVA or if you don't have a Customer Portal account you can sign up [here](#).

Additionally, you can contact your Finning Product Support Sales Representative or call 1-888-finning.

Is my machine covered?

For a machine to be eligible for the Services Commitment Program you must have been a construction industry customer and enrolled an eligible machine in a CVA on or after September 1, 2022.

Eligible Cat machine models are machines manufactured ten years or less before the new or renewed CVA contract start date, within the following product families:

- Articulated Trucks
- Backhoe Loaders
- Compact Loaders
- Dozers (Small & Medium)
- Hydraulic Excavators
- Landfill Compactors
- Mini Excavators
- Motor Graders (up to 140)
- Multi-Terrain Loaders
- Off-Highway Trucks (up to 775)
- Paving Equipment and Compactors
- Pipelayers
- Skid Steers
- Soil Compactors
- Telehandlers
- Track Type Loaders
- Wheel Dozers (up to 834)
- Wheel Loaders (up to 990)
- Wheel Track Scrapers
- Wheeled Excavators

What parts are covered?

For new or renewed **parts-only CVAs** on eligible machines, maintenance parts are covered.

Maintenance parts are parts typically used for preventative maintenance.

These include all types of filters and vee belts and excludes fluids.

For new or renewed **CVAs with Finning labour** on eligible machines, both maintenance and repair parts are covered.

Repair parts are Cat® parts falling into categories considered to be used for wear replacement and repairs critical to keep the machine running. Excludes parts most often used in planned replacement/overhaul and non-mechanical items.

Parts are covered no matter how you order your parts: online, in person or over the phone. We have you covered.

The following Cat parts will be considered excluded from the Services Commitment Program:

1. Cat parts constrained due to supplier chronic constraints or transportation interruptions outside of Finning or Caterpillar's control.
2. Cat parts orders in Excessive or Bulk Orders (i.e. where the quantity ordered of a part exceeds the quantity needed to perform any repair or maintenance on the machine).
3. Cat parts considered by Caterpillar as Made as Ordered Items.

4. Cat parts covered by warranty or an Extended Protection Plan.
5. Discontinued Cat parts.

If you miss a part in a kit do I get a credit for the whole kit?

No, you will receive a credit for the part that was missed.

What type of CVA must the asset have to qualify for Labour Service Commitment?

Machines that have been overhauled by Finning (min Certified Power Train) & have warranty remaining & Complete CVA (PM & labour) enrolled as TMR. Confidence CVA's (PM's with labour & repair coverage).

Is the Labour Service Commitment only for net new CVA's?

No, active Confidence CVA's qualify. New unplanned events as of November 1, 2024.

When does the clock start/stop for the Labour Service Commitment?

- Start: Initial customer call date
- Stop: Once tech is scheduled & on site

Are there any other restrictions on this program?

Yes, available during Finning regular business hours. Weekends & holidays excluded.

How do I get my prepaid credit?

Finning will identify and report the miss by invoice to Caterpillar. Caterpillar then issues a Cat Prepaid Credit directly to you via email.

Where can I use my prepaid credit?

The Cat Prepaid Credit may be used to purchase parts, services, rental and work tools at a participating Cat dealer or Cat Rental store. Currently, the Cat Prepaid Credit cannot be used on parts.cat.com.

Do I need to submit a claim to get my prepaid credit?

No, Finning will identify and report the miss to Caterpillar. Caterpillar then issues a Cat Prepaid Credit directly to you via email.

Where can I get more details and support?

Please contact your Finning Product Support Sales Representative or call 1-888-finning.

How does this differ from the Finning Customer Service Commitment and On Time Job Completion Guarantee?

The Finning Customer Service Commitment applies to service work performed by Finning personnel and does not require enrolment in a CVA.

The terms of the Finning Customer Service Commitment can be found [here](#).