



# WillCare Convenience

CUSTOMER VALUE AGREEMENT (CVA)

Genuine Cat® Parts delivered when you need them

LET'S DO THE WORK.™

William Adams



w: [williamadams.com.au](http://williamadams.com.au) | e: [enquire@williamadams.com.au](mailto:enquire@williamadams.com.au) | p: 1300 923 267 (WADAMS)

# WillCare Convenience

CUSTOMER VALUE AGREEMENT (CVA)

Genuine Cat® Service Parts delivered when you need them



**WillCare Convenience - Customer Value Agreement (CVA)** enables you to manage your equipment and perform your service on-time with William Adams providing you with genuine Cat service parts when you need them.



## GENUINE CAT SERVICE PARTS

Kit of genuine Cat service parts required to complete each scheduled service event, with parts backed by our 12-month warranty, shipped to your desired location just in time for the needed service event. Get 10% off these genuine Cat service parts.



## CAT VISIONLINK CONNECTIVITY\*\*

Easy access to machine information via the VisionLink web and mobile applications when the customer's Product Link equipped asset is subscribed with a VisionLink Connect subscription.



## FLEXIBLE PAYMENT OPTIONS

Options for pay-as-you-go, up-front-payment or periodic payment methods available.



## SERVICE NOTIFICATION

Expert dealer support, including tracking your equipment hours through its connected machine to ship scheduled maintenance kits just in time for use.



## CUSTOMER MACHINE INSPECTION

Perform your required, annual machine inspection conveniently via the Cat Inspect app.

OPTIONAL EXTRAS



## CAT SOS FLUID ANALYSIS

Our recommended fluid health analysis through our proven S•O•S Services program, with samples taken by you. Proven to reveal excessive wear, contaminated fluids, or other unseen issues to manage machine health.



## VISIONLINK SUBSCRIPTION

VisionLink provides actionable insights into the condition, utilisation, and productivity of your equipment when the Product Link equipped asset is subscribed with a premium VisionLink ConnectPro, Performance or PerformancePro subscription.



## CAT DEALER INSPECTION

Have the required annual machine inspection performed by a William Adams technician.

**WillCare Convenience - Customer Value Agreement (CVA)** is perfect if you have the labour and capacity to perform servicing yourself, but still need William Adams to provide discounted Cat service parts and instructions in a timely manner.

**NO MACHINE TOO BIG, NO MACHINE TOO SMALL. YOU'RE COVERED!**





# TERMS AND CONDITIONS

## WHAT IS A WILLCARE CONVENIENCE CUSTOMER VALUE AGREEMENT (CVA)?

A WillCare CONVENIENCE CVA is a service parts agreement for the timely provision of kits of genuine Cat service parts to perform scheduled servicing when needed.

## WHAT IS INCLUDED IN WILLCARE CONVENIENCE?

Under a WillCare CONVENIENCE CVA, we provide you with:

- A box of genuine Cat service parts specific for your machine model at each service interval for the duration of the agreement
- The timely contact by our Customer Value Agreement Coordinator prior to each next scheduled service event to enable timely delivery of the parts kit you need to perform your service
- A special 10% discount off our customer list price of the genuine Cat service parts kits for the duration of the agreement

## WHAT ADDITIONAL SUPPORT DOES WILLIAM ADAMS PROVIDE FOR CUSTOMERS WITH A WILLCARE CONVENIENCE CVA?

William Adams provides you the information you need to get the job done with:

- Access to the Cat App and My.Cat.Com portal to track hours, location, fuel use, health and utilisation
- Access to Cat Self-Service Instructions via the Parts.Cat.Com>Customer Parts SIS 2.0 app
- Access to the Cat Inspect app to assist in identifying issues via use of a smart phone or tablet

## HOW IS PRICING CALCULATED?

Pricing is based on the William Adams customer list price at the date of invoice less a special 10% discount offered with all WillCare CONVENIENCE CVA enrolled machines.

## WHEN DOES WILLCARE CONVENIENCE BECOME EFFECTIVE?

When enrolled at point of sale with a new or used equipment purchase, this is effective from the equipment date of sale. For existing equipment, this is the date of enrolment or renewal of the agreement.

## WHAT DO YOU NEED TO DO TO BENEFIT FROM A WILLCARE CONVENIENCE CVA?

To obtain the benefit of a WillCare CONVENIENCE CVA, we recommend you:

- Enrol each of your connected(\*)Cat machines with a WillCare CONVENIENCE CVA for an agreed period of at least 12 months
- Source your genuine Cat service parts kits for each scheduled maintenance interval from William Adams; and
- Utilise William Adams expert systems to undertake one of the following:
  1. Cat Scheduled Oil Sampling (S•O•S) analysis at each service interval; or
  2. Conduct an annual Cat TA1 inspection with the Cat Inspect app

(\*) To enable the tracking of hours, Cat machines need to be connected and subscribed to a minimum of a complimentary Cat Daily telematics subscription.

## HOW LONG IS THE TERM OF COVERAGE?

A WillCare CONVENIENCE CVA is provided for a 3yr period from time of enrolment and is auto renewed unless requested otherwise.

## WHERE CAN THIS SERVICE BE PROVIDED?

Within Victoria and Tasmania.

## WHAT ARE THE WILLCARE CONVENIENCE INVOICING PAYMENT OPTIONS?

The standard method of invoicing and payment for a WillCare CONVENIENCE CVA is Pay-As-You-Go for each parts kit order event. Up-Front-Payment or Periodic Payments can also be made as an option.

## TERMS AND CONDITIONS

William Adams' Conditions of Quotation and Sale form part of this Customer Value Agreement and will govern each supply of service parts to you. They are available at <https://www.williamadams.com.au/terms-and-conditions/>

## HOW DOES CONVENIENCE STACK UP

	CONVENIENCE	ADVANTAGE	ULTIMATE
FEATURES	SCHEDULED SERVICE PARTS	SCHEDULED SERVICE PARTS AND LABOUR	TOTAL SERVICE AND REPAIR
Genuine Cat Service Parts	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Service Notification	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Flexible Payment Options	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cat Trained Technicians	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Priority Service Booking	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cat Dealer Inspection	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Cat SOS Fluid Analysis	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Travel to Site Included*	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Total Service & Repair	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Component Overhaul	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
CAT Product Link Connectivity	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
VisionLink Subscription	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
ADVISE - Condition Monitoring	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>

**Terms and Conditions:** \*\*Product Link connectivity applies to new machines. Additional charges may apply for older machines that need Product Link installed. \*Technician travel time and mileage expenses are included as standard when scheduled maintenance is performed within Victoria or Tasmania.

## PLEASE ENROL THE FOLLOWING MACHINES WITH A WILLCARE CONVENIENCE CVA

MODEL	SERIAL NO.	CURRENT HOURS	ESTIMATED USAGE P/A (HRS)	CONNECTED
				Yes / No
				Yes / No
				Yes / No
				Yes / No

### CUSTOMER DETAILS

CUSTOMER:	CUSTOMER NO
ADDRESS:	STATE: POST CODE:
CONTACT:	POSITION:
PHONE:	EMAIL:
DATE:	SIGNATURE:

Please email completed forms to your sales representative or [CustomerSolutions@wadams.com.au](mailto:CustomerSolutions@wadams.com.au)

The personal information you provide above will be collected, used and managed in accordance with William Adams' Privacy Policy, available at <https://www.williamadams.com.au/privacy-policy/>

 Note: Enrolment of each new or used machine eligible for a WillCare CONVENIENCE CVA at point of sale will be made automatically as part of the new or used machine sales and delivery process.