



WillCare Advantage

CUSTOMER VALUE AGREEMENT (CVA)

Take advantage of regular servicing by William Adams Cat technicians

LET'S DO THE WORK.™

William Adams



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WillCare Advantage

CUSTOMER VALUE AGREEMENT (CVA)



Take advantage of regular servicing by William Adams Cat technicians

WillCare Advantage - Customer Value Agreement (CVA) lets you focus on operating your business while William Adams handles your equipment's preventive services, that are scheduled at planned intervals.



CAT TRAINED TECHNICIANS

When it comes to efficient service, few things matter more than the technician assigned. That's why William Adams places emphasis on Cat Technician training — ensuring that every individual who works on your asset has the knowledge, tools and experience to get the job done right.



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.



CAT SOS FLUID ANALYSIS

Fluid health through proven S•O•S Services program as recommended by the Operation and Maintenance Manual, with samples taken by a William Adams technician. This provides an important analysis that can reveal excessive wear, contaminated fluids, or other unseen issues to manage machine health.



GENUINE CAT SERVICE PARTS

Genuine Cat service parts and oil used to complete each scheduled service event, with parts backed by our 12-month warranty. Get 10% off these genuine Cat scheduled service parts.



SERVICE NOTIFICATION

Expert dealer support, including tracking your equipment hours through the connected asset to coordinate Cat Trained Service Technicians to undertake the required scheduled service in an efficient and accurate manner.



PRIORITY SERVICE BOOKING

A WillCare Advantage Customer Value Agreement ensures that you receive priority scheduled service bookings for these machines.



CAT DEALER INSPECTION

Equipment inspection performed by a William Adams technician at each scheduled service event using the Cat Inspect app.



FLEXIBLE PAYMENT OPTIONS

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



TRAVEL TO SITE INCLUDED

Technician travel time and mileage expenses are included as standard when scheduled maintenance is performed within Victoria or Tasmania.

OPTIONAL EXTRAS



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.



ADVISE - CONDITION MONITORING

Gives you expert recommendations and monthly reports from our William Adams CAT Condition Monitoring Advisor.

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





TERMS AND CONDITIONS

WHAT IS A WILLCARE ADVANTAGE CUSTOMER VALUE AGREEMENT (CVA)?

A WillCare ADVANTAGE CVA is a Parts and Labour agreement for the provision of scheduled servicing using genuine Cat service parts and fluids, and Cat Scheduled Oil Sampling (S•O•S) analysis, all performed by fully-equipped William Adams Cat trained technicians.

WHAT IS INCLUDED IN WILLCARE ADVANTAGE?

Under a WillCare ADVANTAGE CVA, we provide you with:

- Genuine Cat parts and fluids specific for your machine model at each service interval for the duration of the agreement
- Fully-equipped William Adams Cat trained technicians to perform the scheduled service on-site
- Fluid health through proven Cat S•O•S analysis with samples taken by a William Adams Cat trained technician
- Equipment inspection performed by a William Adams Cat trained technician at each scheduled service event using Cat Inspect
- Travel time and mileage priced within the agreement within Victoria and Tasmania
- Priority booking through timely contact by your local William Adams Branch Service Coordinator prior to each scheduled service event to arrange the on-time performance of each service
- Special service parts and bulk oil discounts off customer list prices for the duration of the agreement

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

William Adams provides you the information you need to help manage your equipment:

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

WHEN DOES WILLCARE ADVANTAGE 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 ADVANTAGE CVA?

To obtain the benefit of a WillCare ADVANTAGE CVA, we recommend you enrol each of your connected(*)Cat machines with a WillCare ADVANTAGE CVA for an agreed period of at least 12 months.

(*) 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 IS PRICING CALCULATED?

With all WillCare ADVANTAGE CVA enrolled machines, pricing is based on the William Adams customer list price at the date of enrolment as follows:

- Genuine Cat scheduled service parts kits - less 10% discount
- Genuine Cat bulk oils – less 5% discount
- Labour and travel – Lube Truck rate
- Fixed for the first 2 years then subject to our normal 'rise or fall' adjustment from the third year onwards

HOW LONG IS THE TERM OF COVERAGE?

A WillCare ADVANTAGE CVA is provided for a minimum of 12 months and is tailored to meet your specific needs.

WHERE CAN THIS SERVICE BE PROVIDED?

Within Victoria and Tasmania.

WHAT ARE THE WILLCARE ADVANTAGE INVOICING PAYMENT OPTIONS?

The standard method of invoicing and payment for a WillCare ADVANTAGE CVA is Pay-As-You-Go for each service 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 and scheduled servicing to you. They are available at <https://www.williamadams.com.au/terms-and-conditions/>

HOW DOES ADVANTAGE 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 ADVANTAGE 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

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/>