



WillCare **Ultimate**

CUSTOMER VALUE AGREEMENT (CVA)

Enabling complete machine health 24 hours a day

LET'S DO THE WORK.™

William Adams



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WillCare Ultimate

CUSTOMER VALUE AGREEMENT (CVA)

Enabling complete machine health 24 hours a day



WillCare Ultimate - Customer Value Agreement (CVA) gives you complete peace of mind with access to the full services we have to offer. It enables William Adams to proactively manage your equipment service and repair requirements, 24 hours a day, so you can focus on your business.



COMPONENT OVERHAUL

Trained technicians perform the scheduled component overhauls at a William Adams CAT service centre at the scheduled and agreed time, providing the ultimate in service, minimising unplanned down time and added peace of mind.



TOTAL MAINTENANCE & REPAIR

Trained technicians perform the scheduled maintenance and repairs in the field or at a William Adams CAT service centre at the scheduled and agreed time, providing the ultimate in service and added peace of mind.



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 TRAINED TECHNICIANS

When it comes to efficient and accurate service, few things matter more than the technician assigned to the work. 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.



GENUINE CAT SERVICE PARTS

Cat Genuine Cat service parts and oil used to complete each scheduled service, repair and component overhaul event, with service 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 their connected asset to coordinate Cat Trained Service Technicians to undertake the required scheduled service, repairs, and component overhaul in an efficient and accurate manner.



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.



CAT DEALER INSPECTION

Equipment inspection performed by a William Adams technician at each scheduled service, repair and component overhaul event using Cat Inspect app.



TRAVEL TO SITE INCLUDED*

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



ADVISE - CONDITION MONITORING

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



FLEXIBLE PAYMENT OPTIONS

Options for up-front-payment or periodic payment methods available.



PRIORITY SERVICE BOOKING

A WillCare Ultimate Customer Value Agreement ensures that you receive priority scheduled service, repair and component overhaul service bookings for these machines.



TERMS AND CONDITIONS

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

A WillCare ULTIMATE CVA is a Parts and Labour agreement for the provision of component repair and 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 ULTIMATE?

Under a WillCare ULTIMATE CVA, we provide you with:

- Genuine Cat service parts and fluids specific for your machine model at each component repair and service interval for the duration of the agreement
- Fully-equipped William Adams Cat trained technicians to perform the component repairs and scheduled preventative 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 component repair and scheduled service event using Cat Inspect
- Travel time and mileage priced within the agreement within Victoria and Tasmania
- Fleet monitoring and tracking by our dedicated Customer Value Agreement Coordinator and Condition Monitoring team
- Priority booking through timely contact by your local William Adams Branch Service Coordinator prior to each component repair and scheduled service event to arrange the on-time performance of each repair and service
- Special service parts and bulk oil discounts off customer list prices for the duration of the agreement

WHAT DO YOU NEED TO DO TO BENEFIT FROM A WILLCARE ULTIMATE CVA?

To obtain the benefit of a WillCare ULTIMATE CVA, we recommend you enrol each of your connected(*)Cat machines with a WillCare ULTIMATE 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 LONG IS THE TERM OF COVERAGE?

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

WHAT ADDITIONAL SUPPORT DOES WILLIAM ADAMS PROVIDE WITH A WILLCARE ULTIMATE CVA?

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

- Access to the VisionLink suite of portals 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

HOW IS PRICING CALCULATED?

Pricing normally covers all planned work over the term and is tailored to suit the Customers site requirements.

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

- Genuine Cat parts
- Genuine Cat bulk oils
- Labour and travel
- The price is adjusted for rise or fall every 6 months over the term of the agreement in line with labour, parts and oil price changes.

WHEN DOES WILLCARE ULTIMATE 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.

WHERE CAN THIS SERVICE BE PROVIDED?

Within Victoria and Tasmania.

WHAT ARE THE WILLCARE ULTIMATE INVOICING PAYMENT OPTIONS?

The standard method of invoicing and payment for a WillCare ULTIMATE CVA is by Monthly Periodic Payment based on hours used during the month.

TERMS AND CONDITIONS

The supply of parts, component repair and scheduled maintenance services to you under this Customer Value Agreement are governed by the general provisions of William Adams' *Conditions of Quotation and Sale* and the specific terms of a *Total Maintenance & Repair Agreement* you will enter into with us in substantially the form attached. The *Conditions of Quotation and Sale* are available at <https://www.williamadams.com.au/terms-and-conditions/>

HOW DOES ULTIMATE 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 ULTIMATE 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/>

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

