

# EXTEND



## WillCare 335 Advantage

CUSTOMER VALUE AGREEMENT (CVA)

Take advantage of fixed-price servicing by William Adams Cat technicians

LET'S DO THE WORK.™

William Adams



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# WillCare 335 Advantage

CUSTOMER VALUE AGREEMENT (CVA)



EXTEND

Take advantage of fixed-price servicing by William Adams Cat technicians

**WillCare 335 Advantage EXTEND - Customer Value Agreement (CVA)** is a loyalty program allowing you to extend the servicing of your equipment under a subsidized fixed price per service agreement for an additional 3500 hours (from 3501 to 7000 hours). Only customers who have been servicing their equipment with William Adams under the 335 Advantage for the first 3500 hours are eligible to participate in this program.



## 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 machine has the knowledge, tools and experience to get the job done right.



## 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 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 complimentary VisionLink Connect subscription.



## SERVICE NOTIFICATION

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



## 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.



## FIXED PRICE SERVICE COSTS

3 years/3,500 hour fixed price servicing to help you reduce your costs for scheduled service events from 3,501hrs to 7,000hrs.



## PRIORITY SERVICE BOOKING

A WillCare 335 Advantage Customer Value Agreement ensures that you receive priority scheduled maintenance 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 service is performed within Victoria or Tasmania.

OPTIONAL EXTRAS



## VISIONLINK SUBSCRIPTION

VisionLink can provide additional 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.



# TERMS AND CONDITIONS

## WHAT IS A WILLCARE 335 ADVANTAGE CUSTOMER VALUE AGREEMENT (CVA)?

A WillCare 335 ADVANTAGE CVA is an agreement entered for the renewal of eligible construction machine models for the provision of scheduled servicing using genuine Cat service parts and fluids, Cat Scheduled Oil Sampling (S•O•S), all performed by fully-equipped William Adams Cat trained technicians.

## WHAT IS INCLUDED IN WILLCARE 335 ADVANTAGE?

Under a WillCare 335 ADVANTAGE CVA, we provide you with:

- Discounted fixed-price serving for 3 years/3,500 hours to help manage costs for scheduled service events from 3,501hrs to 7,000hrs
- Scheduled services as outlined in the equipment's Operation and Maintenance Manual (OMM) for 500, and 1,000 hour intervals
- Primary engine and cab filters every 1,000 hours and secondary air filters every 2,000 hours
- Upgrade-to-New remanufactured diesel particulate filter at 5,000 hours (where available)

## WHEN DOES WILLCARE 335 ADVANTAGE BECOME EFFECTIVE?

From the date of signing this agreement.

## HOW LONG IS THE TERM OF COVERAGE?

WillCare 335 ADVANTAGE applies for 3 years/3,500 hours and ends at 7,000hrs.

## WHEN AND WHERE CAN A SERVICE BE UNDERTAKEN?

In Victoria and Tasmania between 6:00am and 6:00pm inclusive of travel time, Monday to Saturday, excluding public holidays. (Note: a surcharge of \$250 will apply out of hours).

## WHAT IS NOT COVERED UNDER WILLCARE 335 ADVANTAGE?

Any additional items that are not included within the Operation and Maintenance Manual at defined hourly intervals.

## CAN A 335 ADVANTAGE CVA BE TERMINATED?

Yes, the 335 Advantage renewal CVA can be terminated before reaching 7,000 hours.

## DOES THE EQUIPMENT NEED TO BE CLEANED BEFORE IT IS SERVICED?

Yes. The machine must be cleaned prior to servicing so that work can be performed efficiently and effectively, without health risk to service personnel. If the machine needs cleaning by William Adams, additional charges may apply.

## WHEN SHOULD THE EQUIPMENT BE SERVICED TO REMAIN ELIGIBLE FOR FIXED PRICING?

Servicing must be completed within three months or 100 hours of the due service date. If two scheduled services (in any order) are not completed by William Adams, the agreement ends, and the machine is no longer eligible for fixed-price servicing.

## IS TRAVEL INCLUDED?

Yes, within William Adams' dealer territory of Victoria and Tasmania.

## CAN 335 ADVANTAGE BE TRANSFERRED?

Yes, provided the machine is sold within William Adams' territory and before reaching 7,000 hours.

## ARE REFUNDS AVAILABLE FOR PAID UPFRONT SERVICING?

Yes. Any servicing paid for upfront at the start of the agreement and not used to cover service events that have been performed will be rolled into a new WillCare Customer Value Agreement or provided as a credit to your trading account.

## 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/>

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

\*\*Product Link connectivity applies were factory-fitted. 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.

**HOW IS THE PRICING STRUCTURE CALCULATED?** Fixed-price servicing applies as an equal amount payable for each nominated service event as scheduled. Pricing is set at time of signing the agreement using the base model and serial number prefix and held for the duration of the agreement.

	BASE MODEL	SERVICES	WITH DPF		WITHOUT DPF	
			PER SERVICE	TOTAL	PER SERVICE	TOTAL
<b>MOTOR GRADERS</b>	120	7	\$3,800	\$26,600	\$2,600	\$18,200
	140	7	\$4,200	\$29,400	\$3,700	\$25,900
	150	7	\$4,400	\$30,800	\$3,600	\$25,200
	16	7	N/A	N/A	\$5,400	\$37,800
	160	7	N/A	N/A	\$3,600	\$25,200
	12	7	\$4,000	\$28,000	\$3,700	\$25,900
	14	7	N/A	N/A	\$3,900	\$27,300
<b>EXCAVATORS</b>	313	7	N/A	N/A	\$1,500	\$10,500
	315	7	\$2,000	\$14,000	\$1,900	\$13,300
	315 GC	7	\$1,600	\$11,200	N/A	N/A
	317	7	N/A	N/A	\$1,800	\$12,600
	320 GC	7	N/A	N/A	\$1,900	\$13,300
	320	7	N/A	N/A	\$2,100	\$14,700
	323	7	N/A	N/A	\$2,000	\$14,000
	325	7	N/A	N/A	\$2,000	\$14,000
	326	7	N/A	N/A	\$2,000	\$14,000
	330 GC	7	N/A	N/A	\$2,100	\$14,700
	330	7	N/A	N/A	\$2,100	\$14,700
	335	7	N/A	N/A	\$2,400	\$16,800
	336 GC	7	N/A	N/A	\$2,100	\$14,700
	336	7	\$2,500	\$17,500	\$2,400	\$16,800
	340	7	\$3,000	\$21,000	\$2,200	\$15,400
	345 GC	7	N/A	N/A	\$2,400	\$16,800
	349	7	\$3,600	\$25,200	N/A	N/A
	352	7	\$3,800	\$26,600	\$3,000	\$21,000
	374	7	\$4,700	\$32,900	\$3,600	\$25,200
	390	7	\$5,700	\$39,900	N/A	N/A
395	7	\$4,000	\$28,000	N/A	N/A	
<b>WHEEL EX</b>	M315	7	N/A	N/A	\$2,400	\$16,800
	M316	7	N/A	N/A	\$2,500	\$17,500
	M318	7	N/A	N/A	\$2,600	\$18,200

	BASE MODEL	SERVICES	WITH DPF		WITHOUT DPF	
			PER SERVICE	TOTAL	PER SERVICE	TOTAL
<b>DOZERS</b>	D1	7	N/A	N/A	\$2,600	\$18,200
	D2	7	N/A	N/A	\$2,700	\$18,900
	D3	7	N/A	N/A	\$2,900	\$20,300
	D4	7	N/A	N/A	\$2,600	\$18,200
	D5	7	N/A	N/A	\$3,400	\$23,800
	D6	7	\$4,100	\$28,700	N/A	N/A
	D6 XE	7	\$3,900	\$27,300	N/A	N/A
	D7	7	\$4,600	\$32,200	\$3,600	\$25,200
<b>ARTIC TRUCKS</b>	D8	7	\$4,700	\$32,900	\$3,700	\$25,900
	623	7	\$6,500	\$45,500	\$5,900	\$41,300
	730	7	\$5,200	\$36,400	\$4,600	\$32,200
	730 EJ	7	N/A	N/A	\$4,600	\$32,200
	740 GC	7	N/A	N/A	\$5,900	\$41,300
	740 EJ	7	N/A	N/A	\$5,600	\$39,200
	745	7	N/A	N/A	\$5,800	\$40,600
	815	7	N/A	N/A	\$4,000	\$28,000
	816	7	N/A	N/A	\$3,800	\$26,600
	825	7	\$5,800	\$40,600	\$4,300	\$30,100
<b>COMPACTORS</b>	826	7	\$5,000	\$35,000	\$3,900	\$27,300
	836	7	\$6,600	\$46,200	N/A	N/A
	950 GC	7	N/A	N/A	\$3,000	\$21,000
	950	7	N/A	N/A	\$3,000	\$21,000
	962	7	N/A	N/A	\$2,900	\$20,300
	963	7	N/A	N/A	\$2,500	\$17,500
	966 GC	7	N/A	N/A	\$3,500	\$24,500
	966	7	N/A	N/A	\$3,300	\$23,100
	972	7	N/A	N/A	\$3,200	\$22,400
	980	7	\$4,100	\$28,700	\$3,900	\$27,300
<b>WHEEL LOADERS</b>	982	7	N/A	N/A	\$4,000	\$28,000
	988	7	N/A	N/A	\$5,200	\$36,400

All prices are effective 1 January 2024 until 30 June 2024, excluding GST and subject to change

**PLEASE ENROL THE FOLLOWING MACHINES WITH A WILLCARE 335 ADVANTAGE EXTEND 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)