



# 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**



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

# WillCare 335 Advantage

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

**WillCare 335 Advantage - Customer Value Agreement (CVA)** lets you focus on operating your business while William Adams your equipment's preventative services, that are scheduled and provided at planned intervals. Included with new purchases of eligible construction machine models.



## 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. Including a 3 year Power Train, Hydraulics, and Technology Coverage on eligible machines with the standard 12 month warranty.



## UPTIME GUARANTEE\*\*

Upgrade your plan to include an uptime commitment that if we can't repair your equipment within 48 hours, we'll provide an account credit to get you back to work sooner.



## 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 at the point of sale 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 servicing for 3 years/3,500 hours to help manage costs
- 3 years Power Train, Hydraulics and Technology coverage\* including 12-month warranty
- The option to upgrade to a Premier Equipment Protection Plan (EPP), which includes an uptime commitment that if we can't repair your equipment within 48 hours, we will provide an account credit to help you get back to work sooner

Scheduled services include those outlined in the equipment's Operation and Maintenance Manual (OMM) for 250, 500, and 1,000 hour intervals. Also, primary engine and cab filters every 1,000 hours and secondary air filters every 2,000 hours.

(\*) 986 – 988 Wheel Loaders include Power Train & Hydraulics warranty only (Technology is not covered). Compactors and Scrapers include a 12-month warranty only.

## WHEN DOES WILLCARE 335 ADVANTAGE BECOME EFFECTIVE?

From the date of delivery as specified in the warranty documents.

## HOW LONG IS THE TERM OF COVERAGE?

WillCare 335 ADVANTAGE applies for 3 years/3,500 hours, whichever occurs first.

## 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).

## 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.

## 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 the point of sale using the base model and serial number prefix and held for the duration of the agreement.

### FIXED PRICE SERVICE COSTS EFFECTIVE 1 JULY 2024 - 31 DEC 2024

MACHINE MODEL		PRICE
313 - 335	Excavator	\$1,800
336 - 395	Excavator	\$2,000
M315 - M318	Wheeled Excavator	\$2,200
D1 - D6	Dozer	\$2,600
D6 XE - D8	Dozer	\$2,200
120	Motor Grader	\$2,200
140 - 160	Motor Grader	\$2,500
14 - 16	Motor Grader	\$2,500
950 - 982	Wheel Loader	\$2,300
988	Wheel Loader	\$2,700
815 & 825	Soil Compactor	\$2,400
816 - 836	Landfill Compactor	\$2,400
623	Scraper	\$3,400
730 - 745	Articulated Truck	\$4,100

Prices exclude GST and subject to change

## HOW DOES MY UPTIME COMMITMENT WORK UNDER THE PREMIER EQUIPMENT PROTECTION PLAN?

The Uptime Commitment guarantees that if we can't repair the equipment within 48 hours, we will provide an account credit to help you get back to work sooner. The Uptime Commitment automatically applies when you upgrade to a Premier Equipment Protection Plan at the time of machine purchase. It expires at 3 years/3,500 hours, whichever occurs first.

## WHAT IS THE UPTIME COMMITMENT RATE?

The rate is based on the William Adams' published daily rate.

## WHAT IF EQUIPMENT IS NOT REPAIRED WITHIN 48 HOURS UNDER THE PREMIER EQUIPMENT PROTECTION PLAN?

A credit will be issued if William Adams fails to repair the equipment (other than excluded items where listed) to an operating condition following a breakdown within 48 hours from 7.30am on the day following notification of the breakdown.

The Uptime Commitment credit will cease at 5.00pm on the day the repair is completed. (Monday - Saturday, excludes Sunday and public holidays).

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## WHAT IS NOT COVERED UNDER WILLCARE 335 ADVANTAGE?

Any additional items that are not included within the Operation and Maintenance Manual at defined 250, 500 and 1,000 hour intervals.

## 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.

## CAN A 335 ADVANTAGE CVA BE TERMINATED

Yes, a 335 Advantage CVA can be terminated before the 3 years/3,500 hours term.

## 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 3 years/3,500 hours.

## ARE REFUNDS AVAILABLE FOR PAID UPFRONT SERVICING?

Yes. Any servicing paid for upfront at initial machine purchase but not used 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/>

## HOW DOES 335 ADVANTAGE STACK UP

	CONVENIENCE	335 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 checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
ADVISE - Condition Monitoring	<input type="checkbox"/>	<input checked="" 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.

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/>

 Note: Enrolment of each new machine eligible for a WillCare 335 ADVANTAGE CVA at point of sale will be made automatically as part of the new machine delivery process.