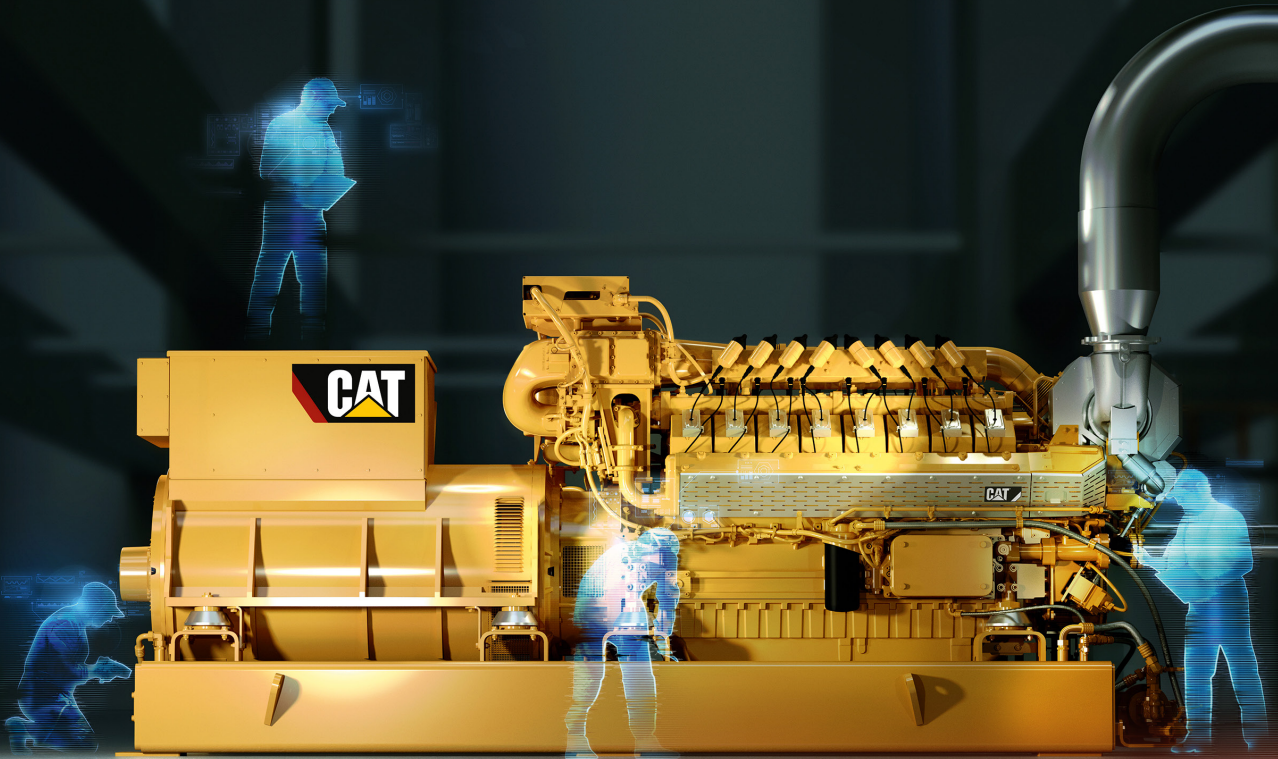


TECHNOLOGY AND SERVICES

RELIABLE POWER FOR YOUR INDUSTRY

CUSTOMER VALUE AGREEMENTS » CAT® CONNECT » EXTENDED SERVICE COVERAGE



HAWTHORNE
POWER SYSTEMS



www.hawthornecat.com



HIGHER PRODUCTIVITY. LOWER COST.

Every piece of Cat® equipment is designed and built to provide maximum productivity and operating economy throughout its working life. Your Cat dealer can help you maintain that built-in value through a Customer Value Agreement (CVA) tailored to fit your business needs. From convenient planned maintenance to total cost performance guarantees, no matter which option you choose, you can trust that your Cat dealer will provide you with careful planning and ongoing attention that will help you succeed.

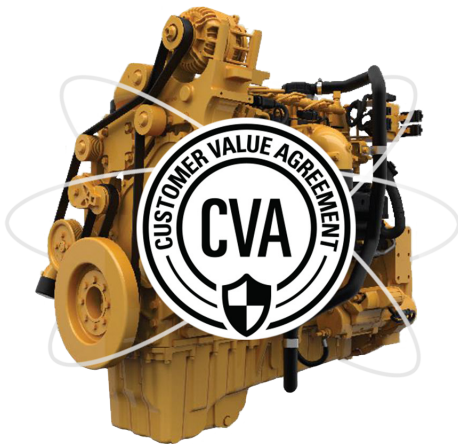
PROTECT YOUR INVESTMENT

WHY REPAIR BEFORE FAILURE?

When you repair before failure, you are taking advantage of the value built into Cat parts, which are designed to last multiple lives. If you let parts progress to failure, you could be spending as much as 2.5 times more for the cost of your repair.

Caterpillar studies show that nearly 90 percent of the time, those failures could have been prevented—and that's money out of your pocket.

CVAs are centered around helping customers develop a relationship with their Cat dealers to truly optimize their operations. Partner with a team who keeps your costs down and your power up with customized options, based on specific customer scenarios. Talk to us today about a CVA by visiting www.cat.com/epsupport or contact your dealer.



- » **HASSLE-FREE OWNERSHIP**
- » **HASSLE-FREE MAINTENANCE**
- » **PEACE OF MIND FROM EQUIPMENT HEALTH MANAGEMENT**
- » **SECURITY OF EXPERT DEALER SUPPORT**



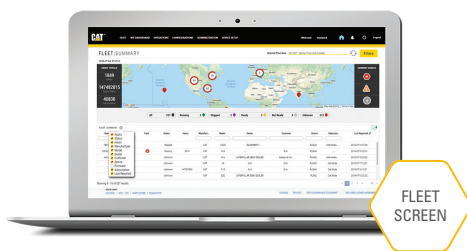
COMBINING EQUIPMENT, TECHNOLOGY AND SERVICES TO HELP BUILD YOUR SUCCESS

SMART DECISIONS START WITH FACTS

- » Cat Connect can tell you how your assets are performing, if they are ready to run, when they need service and much more. With product expertise and dealer support, let's turn data into insights and choices into profits.
- » Remotely access information about a single unit or an entire fleet with **Customizable Dashboards** to see data your way
- » Know more about asset health and performance with the easy-to-use web interface that transforms **real time streaming data** into insights.
- » Make more informed decisions with accurate information available at your fingertips through **customized alerts**
- » Choose from several Cat Connect offerings to meet your needs from **monitoring** run status, location, fuel level, battery voltage, kilowatt hours & 2,000 + more parameters
- » Leverage our expertise to get higher performance and longer life at a lower total cost from your connected assets through **predictive analytics and advanced reporting**

GET THE DATA YOU NEED TO MEET YOUR ENERGY GOALS

Cat Connect gives you the customized data you need to identify and resolve problems quickly—often before they result in costly repairs and unscheduled downtime. Whether you aim to improve efficiency, reduce risk, cut costs, or boost your bottom line, the data is at your fingertips through any cellular or local network connection.



FLEET SCREEN



ASSET SCREEN



MOBILE APP

YOUR DATA, OUR VALUES*

Contact us to find out how Cat Connect can help you improve asset performance, reduce costs and build a stronger business. To learn more, visit cat.com/catconnect.



1 Be transparent about data collection



2 Protect the data we collect



3 Respect your data rights*



To view Caterpillar's "Data Principles" and "Data Governance" statements, please visit: Cat.Com/EPSupport.



COVERAGE WITHOUT INTERRUPTION

EXTENDED SERVICE COVERAGE

- » Protect your investment with coverage for parts and labor expense on covered components.
- » Avoid unexpected repair costs caused by unscheduled repairs.
- » Budget for unexpected repairs and lock in costs up front.
- » Ensure repairs are done right the first time, with factory-trained technicians using genuine Cat parts.
- » Return your electric power systems to their original operating specifications, meeting all requirements for safe use and environmental compliance.
- » Combine ESC with a Customer Value Agreement for complete maintenance and repair protection.

A VARIETY OF COVERAGE OPTIONS

NEW ESC: Coverage for electric power prime and rental generator sets is available in 24- to 60-month terms (24- to 120-month terms for standby generator sets and automatic transfer switches), if purchased before the end of your factory warranty.

ADVANTAGE ESC: Coverage is available in 12- to 60-month terms after the end of the factory warranty period and before the first overhaul. Coverage can be extended up to 25 years from delivery date for standby generator sets, and up to 10 years for prime.

OVERHAUL ESC: Coverage is available in 12- to 60-month terms after a qualifying overhaul has been completed by an authorized Cat dealer in accordance with the Overhaul ESC Checklist.

Contact us to learn more about coverage level flexibility, allowances and long-term options at cat.com/epsupport > Protect your investment > Extended Protection.

FEATURES & BENEFITS

	Customer Value Agreement	Cat® Connect Remote Asset Monitoring	Extended Service Coverage
Customized Agreements	X	X	X
Hassle-Free Ownership <ul style="list-style-type: none"> » Options for flexible payment terms » Automatic renewal of agreements 	X	X	X
Hassle-Free Maintenance <ul style="list-style-type: none"> » Cat genuine parts, delivered on time » Cat Fluids » Dealer Labor 	X	X	X
Peace of Mind from Equipment Health Management <ul style="list-style-type: none"> » Remote asset monitoring with Cat® Connect » Equipment Condition Monitoring » Inspections » Easy access to asset information » Asset Protection 	X	X	X
Security of Expert Dealer Support <ul style="list-style-type: none"> » Rebuild and Upgrade » Risk Management Plan » Priority Access » Regulatory and Compliance 	X	X	X
Digital Equipment Status Updates <ul style="list-style-type: none"> » Engine and electrical parameters reported » Visualization of asset's historical performance (parameters depend on application) » Events and diagnostics to support remote troubleshooting 		X	
Digital Operating History <ul style="list-style-type: none"> » Running hours—when unit starts and stops » Fuel use on supported assets » Asset location » Manage maintenance 		X	

FEATURES & BENEFITS

Customer Value Agreement	Cat® Connect Remote Asset Monitoring	Extended Service Coverage
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<p>Enhanced Digital Features</p> <ul style="list-style-type: none"> » Text or email customized alerts in real time (events and diagnostics, maintenance, etc.) » Data captured at a higher frequency based on your requirements » Automated, customized reports » Customer-driven parameters that enable advanced remote troubleshooting by using centralized experts » Insights on the go, with the new Cat RAM app » Customizable dashboards 		X	
<p>Extended Service Coverage Features</p> <ul style="list-style-type: none"> » Coverage available globally (except where prohibited) » Trained technicians with experience to repair your equipment quickly and accurately » Flexible coverage options to fit your individual needs » Additional benefits may include travel and mileage, emergency freight, rental allowance, crane and rigging, overtime 			X





TOTAL SOLUTIONS

CATERPILLAR COMPETITIVE ADVANTAGE

» **EFFICIENCY**

Maintain your system for peak performance.

» **UPTIME**

Keeping your power running, so you keep producing.

» **TOTAL CARE**

We manage your systems. You drive your business forward.

» **AVAILABILITY**

Stay on and stay productive with constant power flow.

» **TRUSTED PARTNERSHIP**

Unmatched expertise and steady support—year after year.

» **SAFETY**

Focus on what matters most.

» **MINIMIZE OPERATING COSTS**

Run efficient processes, know your budget and protect your bottom line.

» **ASSURANCE**

Count on your power system. It's always ready.

» **COMPLIANCE**

Rely on quality service reporting and systems compliance testing. Trust what's verified.

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POWER SYSTEMS **CAT**

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