



CUSTOMER VALUE AGREEMENT (CVA)

MORE COVERAGE. MORE CONVENIENCE. MORE CONFIDENCE.

A Customer Value Agreement (CVA) is a proactive maintenance plan offered by Zahid Tractor to keep your machines running efficiently and reliably. Instead of waiting for breakdowns, CVA focuses on preventive care and predictable costs.

800 2444 999
www.zahidcat.com
www.parts.cat.com

شركة الزاهد للتراكتورات
ZAHID TRACTOR





CUSTOMER VALUE AGREEMENT (CVA)

HASSLE-FREE MAINTENANCE EQUIPMENT HEALTH MANAGEMENT SECURITY OF EXPERT SUPPORT

CVA LEVEL / TERMS	LEVEL ONE ESSENTIAL CARE	LEVEL TWO PLUS CARE	LEVEL THREE TOTAL CARE
Cat® Genuine PM Kits Delivered to Your Location	Yes	Yes	Yes
Genuine Cat Fluids		Yes	Yes
Common Repairs & Overhauls			Yes
Trained Dealer Labor		Major PMs / All PMs	All PMs
Inspections & Reporting	Customer Inspections TA1 via Cat Inspect	Dealer Inspections TA1 via Cat Inspect	Dealer Inspections TA2 via Cat Inspect
S•O•S Fluids Health Analysis	Customer Oil Sampling	Dealer Oil Sampling	Dealer Oil Sampling
VisionLink Subscription	Connect	Connect / Connect Pro	Connect Pro or Connect Performance
Condition Monitoring	Dealer-certified experts monitoring with early service recommendations and health reports	Dealer-certified experts monitoring with early service recommendations and health reports	Dealer-certified experts monitoring with early service recommendations and health reports
Machine & Component Protection Eligibility		Yes	Yes
Cat Certified Maintained Eligibility		Yes	Yes
Services Commitment Next-Day Parts	Yes	Yes	Yes
Services Commitment Two-Day Repairs		Yes	Yes



NEXT-DAY PARTS. TWO-DAY REPAIR.*

When your machine stops, so does your operation. That is where our **Services Commitment**, exclusively available with a Zahid Tractor Customer Value Agreement (CVA), comes in. Next-day parts. Two-day repairs. Getting you back to work. If there are any delays, you get paid. Downtime is not part of your plan. Zahid Tractor CVAs protect both your time and wallet.

*Applies to common repairs. Contact us for major repair commitment and T&Cs.

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