



Ring Power Services Commitment

Frequently Asked Questions

Eligibility

What is Ring Power's Services Commitment?

Our Services Commitment is a financially backed promise designed to deliver faster repairs, better communication, and greater peace of mind – exclusively available on eligible Cat® construction machines enrolled in a Ring Power Premium Customer Value Agreement (CVA)*.

What is a Ring Power Premium Customer Value Agreement (CVA)?

A Ring Power Premium CVA is a preventive maintenance agreement that includes dealer performed labor for PM service to be performed on a specific machine, noted by serial number.

What type of Customer Value Agreement (CVA) qualifies for the program?

A Ring Power Premium Customer Value Agreement (CVA) with dealer performed labor on eligible Cat® construction machines with a contract start or renew date on or after March 1, 2026 qualifies for the Services Commitment.

*Machines purchased with a Caterpillar GCI or BCP program National Offer CVA are not eligible for the Services Commitment without converting the Caterpillar CVA to the Ring Power Premium CVA. Please contact your Product Support Sales Rep or email info@Ringpower.com if you'd like to convert your existing Caterpillar CVA to a Ring Power Premium CVA.

How do I know if my Cat® machine has a qualifying Ring Power Premium CVA?

To confirm if your Cat® machine has an active Ring Power Premium CVA with dealer labor, that began or renewed after March 1, 2026, send an email with the serial number(s) in question to info@ringpower.com.

Is my machine that is enrolled in a TM&R eligible for the Ring Power Services Commitment?

No, these machines are ineligible for Services Commitment as they receive other extensive benefits.

What machines are eligible?

Most Cat® construction equipment is eligible. Cat® 992 Wheel Loaders and Cat® 777 Off-Highway Trucks are excluded from the eligible Cat® Machine Models.

Please note that eligible machine models must also be enrolled by serial number in an active Ring Power Premium Customer Value Agreement (CVA) with dealer labor, on or after March 1, 2026.

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Does the program apply to Cat® Compact Equipment like skid steer loaders and mini excavators?

Yes, as long as the machine has an active Ring Power Premium CVA with dealer labor. Machines purchased with the Caterpillar BCP program National Offer CVA are not eligible for the Services Commitment without converting the Caterpillar CVA to a Ring Power Premium CVA. Please contact your Product Support Sales Rep or email info@Ringpower.com if you'd like to convert your existing Caterpillar CVA to a Ring Power Premium CVA.

What industries are eligible to participate in the Ring Power Service Commitment?

Construction Industries customers are eligible to participate. Governmental entities are ineligible to receive Cat® Credits.

When does Ring Power's Services Commitment program begin and end?

The program begins March 1, 2026 and will continue through December 31, 2026.

Do I need to opt in to service communication to be eligible for the service portion?

Yes, you must opt-in with your preferred form of communication to be eligible for the service piece of Services Commitment. Cat® Interact is the platform where service promise dates and status updates for the repair are communicated.

What exactly is Cat® Interact?

Cat® Interact is an easy-to-use platform that streamlines communication between you and Ring Power's Service Department by delivering important service information, including status updates, inspection reminders and results, quotes, and estimates. Your Service Advisor will email or text you a link to access information and updates about your work order through Interact.

Will I receive Cat® Credits for both parts availability misses and service misses related to the same work order?

There can only be (1) one unmet Parts Availability Commitment or an unmet Service Commitment in a single work order/parts transaction, not both.

Can this program be combined with any other offers?

This program cannot be used in conjunction with any other customer loyalty incentives on the work order or parts transaction.

Service

What field service jobs are considered common repairs?

Jobs that only require parts listed in the common repair list as featured in the Parts section of this FAQ document, with an initial repair time estimate of 12 labor hours or less are considered common repairs.

What machines are considered downed in the field?

Machines that are currently unable to operate due to failure, breakdown, or maintenance issue. These machines require immediate repair to restore functionality.

What does second business day completion mean for field repairs?

This means our goal is to have your machine up and running by two business days after your initial call. For example, if you call on a Friday, the job should be completed by Tuesday at 5 PM. If you call on a Monday, the job should be completed by Wednesday at 5 PM.

Do I need to opt in to service communication to be eligible for the service portion?

Yes, you must opt-in with your preferred form of communication to be eligible for the service piece of Services Commitment. Cat® Interact is the platform where service promise dates and status updates for the repair are communicated.

How do I track shop turn around commitments?

Service communication with repair progress and promise dates will take place via Cat Interact, with updates visible in VisionLink™. Ring Power will track dates to confirm when a miss occurs. If a miss occurs, you will automatically receive Cat® Credits via email without any additional work needed on your part. If you have any questions regarding why a particular work order didn't qualify for a Cat® Credit, please email info@ringpower.com.

What determines the amount of the Cat® Credits I will receive for a service miss?

If a Service Completion Date is missed, you will receive the cost of labor listed on the work order, up to \$1,000 in Cat® Credits. This program cannot be used in conjunction with any other customer loyalty incentives on the work order.

Parts

Which parts are included?

Maintenance (filters and belts) and Common Repair Parts including over 100K parts that customers typically need to get their equipment back up and running. See below for more detail.

COMMON REPAIR PARTS COVERED BY RING POWER SERVICES COMMITMENT*

Drive Train Components	Brakes-friction material plates DT bearings Non-overhaul DT
Electronics	Competitive electronics Starters and alternators Advanced electronics Aftermarket enhancement products Integrated electronics
Engine Overhaul	Engine gasket and bearings Hardware and fasteners Small engine parts
External Engine	Aftermarket components Fuel and oil pumps Radiator groups and parts Non-overhaul components Water pumps Spark plugs Vee belts
Filters	Air filters Liquid filters
Fuel Systems	Nozzles and injectors Fuel and oil pumps
GET	Bucket cutting edges and protection MTG cutting edges Paving wear parts Retention Ripper / scarifier Tips and teeth
Hose and Couplings	All
Hydraulic Cylinders and Rods	All
Hydraulic Valves & Other Hydraulic Piece Parts	All
Pumps and Motors	All
Seals, Tubes and Hardware	All
Structural Components	Safety
Turbochargers	All
Undercarriage	Major moving UC (minus most link assemblies and track groups Rubber UC and tires

*Yellowmark not included. Additional categories not covered under Common Repair Parts are listed below, but not limited to planned replacement/overhaul parts, non-mechanical parts, highly customized parts. (**Drive Train:** housings and cases, drive train major components, Reman major components; **Electronics:** E&T upgrade and machine electric drive, Machine price list; **Engine Overhaul:** Cylinder heads and pieces, Cylinder packs and pieces, Overhaul components; **Replacement Engines:** Replacement engine, long & short blocks; **Structural:** Dealer service tools, Hand tools, Major structural, minor structural, Operator environment; **Undercarriage:** Full track groups and link assemblies; **GET:** Work tool parts, adapters and base edges.

How do determine/track Promise dates on Parts orders?

Online or App Purchases

If ordering online at Parts.Cat.Com or in the Cat Central App, make sure to select your machine by serial number when ordering parts, and enter the need by date at checkout before completing your order in the “Requested Delivery” or “Requested Pickup” field.

Parts Counter Purchases

If ordering at the Parts Counter let the Parts Advisor know what date you need your parts by and provide the serial number of the machine you are ordering parts for.

Caterpillar will email you a Cat® Credits Certificate if a miss occurs without any additional work on your behalf. If you have any questions on a particular parts order, please email info@ringpower.com.

Cat® Credits (For more information, visit: cat.com/cat-credits)

Will I receive Cat® Credits for both parts availability misses and service misses related to the same work order?

There can only be (1) one unmet Parts Availability Commitment or an unmet Service Commitment in a single transaction, not both. The value of Cat® Credits issued for the price of the missed part, OR cost of labor missed will not exceed \$1,000.

What can I spend my Cat® Credits on?

Cat® Credits can be used on parts and service. They cannot be used to purchase new or used equipment.

How will I receive my Cat® Credits?

Caterpillar will send you an email with a Cat® Credits Certificate. If you do not receive an email, please email info@ringpower.com.

How do I find out if I have a missed commitment on a parts ticket or service work order in the shop or field?

You will receive an email containing Cat® Credits from Caterpillar.

Who do I ask about a missed commitment that I did not receive Cat® Credits for?

Send an email to info@ringpower.com with the serial number and we will help assist.

Can I apply my Cat® Credits to a Parts purchase at the Parts Counter?

Yes, show the Parts Advisor your Cat® Credits Certificate Number to apply Cat® Credits to your parts order.

Can I apply my Cat® Credits to a Parts purchase Online?

At checkout, select Cat® Credits under “Billing Method” and enter your Cat® Credits Certificate Number to apply your credits to your parts order.

Can I apply my Cat® Credits to Service work?

Yes, let your Service Contact know that you want to apply Cat® Credits to your work order. They'll need your Cat® Credits Certificate Number during the billing process to apply your credits.

How do I use Cat® Credits towards an outstanding invoice?

Contact your Ring Power Product Support Rep or email info@RingPower.com to request Cat® Credits be applied to an existing invoice. Please include machine serial number and your Cat® Credits Certificate Number.

* Program is subject to change at any time. This definition should guide any questions regarding eligibility: A Ring Power Premium Customer Value Agreement (CVA) with dealer performed labor on eligible Caterpillar construction machines (NOT 992 Wheel Loaders and 777 Off-Highway Trucks) with a contract starting or renewing on or after March 1, 2026 qualifies for the Services Commitment. The maximum value of Cat® Credits issued per work order or parts order will be \$1,000; and cannot be combined with any other offer.