

—BECAUSE— EVERY MINUTE MATTERS



SERVICES COMMITMENT IN A CVA

When your machine stops, so does your operation. Be prepared, and get exclusive access to our new Services Commitment with a Ring Power Premium Customer Value Agreement (CVA).

WHAT IS IT?

Our Services Commitment is a major upgrade to Ring Power's Premium Customer Value Agreement (CVA). We're introducing a financially backed promise designed to deliver faster repairs, better communication, and greater peace of mind – exclusively available on machines enrolled in a Premium CVA that starts or is renewed on or after March 1, 2026.

HOW YOU BENEFIT

Parts Availability

Receive qualifying maintenance or common repair parts when promised – or receive the price of the part, up to \$1,000 in Cat® Credits.

Service Response

Field Repairs – Second business day completion on common repairs for a downed machine, or receive the cost of labor, up to \$1,000 in Cat® Credits.

Shop Repairs – Committed completion date provided and met after the scope of work is agreed on - or receive the cost of labor, up to \$1,000 in Cat® Credits.

HOW IT WORKS

Parts – Order parts for your Premium CVA enrolled equipment over the counter, on Parts.Cat.Com or through the Cat® Central App. Make sure to enter your machine's serial number and the date you need the parts by. We guarantee fulfillment of over 100K maintenance and common repair parts by the need-by date you specify. If we can't get you the part on or before the promised date, you'll receive the price of the part, up to \$1,000 in Cat® Credits.

Field Repairs – If your Premium CVA-backed machine goes down in the field, contact your Ring Power branch and the dispatcher will send a technician your way. If the job is a common repair, requiring an initial repair time estimate of 12 labor hours or less and common repair parts, we commit to getting your machine up and running within two business days from your initial call. If we cannot meet that promise, you'll receive the cost of labor, up to \$1,000 in Cat® Credits.

Shop Repairs – We'll provide you with a committed completion date after you review and agree on the scope of work. If we miss the completion date, you'll receive the cost of labor, up to \$1,000 in Cat® Credits. Track the progress of your work order anytime through VisionLink™.

WHO QUALIFIES

This program is designed for construction customers with Caterpillar machines enrolled in a Premium CVA that starts or is renewed on or after March 1, 2026, excluding large mining units. Government entities are not eligible for Cat® Credits.

Get the parts and technician expertise you need – when you need it – with a CVA.

Contact your Product Support Sales Rep (PSSR) or info@RingPower.com for more information.

*Services Commitment is valid for machines enrolled in a Ring Power Premium Customer Value Agreement (CVA) - new or renewed on or after March 1, 2026 only. A maximum of \$1,000 will be issued in Cat® Credits for a missed delivery date for parts or a missed service completion date.

Ring Power



TIME IS MONEY



SERVICES COMMITMENT CAT CREDITS

REDEEM YOUR CREDITS!



You will receive an email notifying you that you have received Cat® Credits with details on how to access your credits certificate.



Redeem your credits with Ring Power. Cat® Credits may be used to purchase parts and service at Ring Power. Show your certificate at the parts counter or mention it when scheduling service.



Redeem the credits on Parts.Cat.Com or Cat® Central. Apply your credits to online or app parts purchases by entering the Cat® Credits certificate number during checkout.

Governing Rules Apply



USE THEM DON'T LOSE THEM!

Cat® Credits have a 2-year expiration from the date of issuance. Once expired, the credits cannot be used. For more information and rules governing Cat® Credits, visit Cat.Com/Cat-Credits



**Frequently Asked Questions:
Ring Power Services
Commitment**

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