## LEVEL 4 SUPPORT PACKAGES

**More than just an oil change**

### 250 HR
-**Engine oil & filter**
-**Engine crankcase breather**
-**Engine air filters**
-**Intake & exhaust system**
-**Lubrication system**
-**Hydraulic systems**
-**Gear oil compartments**
-**Fuel tank**
-**Air compressor**
-**Seat belt**
-**Air vents, indicators, & gauges**
-**Brake system**
-**Battery system**
-**Radiator**
-**Cooling system**
-**Transmission & differential housings**
-**Hydraulic fluid analysis lab**
-**Nightly parts shuttle between stores**
-**Daily parts deliveries from CAT**

### 500 HR
-**Engine oil filters**
-**Fuel tank cap & fuel screen**
-**Engine air filters**
-**Intake & exhaust system**
-**Lubrication system**
-**Hydraulic systems**
-**Gear oil compartments**
-**Fuel tank**
-**Air compressor**
-**Seat belt**
-**Air vents, indicators, & gauges**
-**Brake system**
-**Battery system**
-**Radiator**
-**Cooling system**
-**Transmission & differential housings**
-**Hydraulic fluid analysis lab**
-**Nightly parts shuttle between stores**
-**Daily parts deliveries from CAT**

### 1000 HR
-**Engine oil filters**
-**Fuel tank cap & fuel screen**
-**Engine air filters**
-**Intake & exhaust system**
-**Lubrication system**
-**Hydraulic systems**
-**Gear oil compartments**
-**Fuel tank**
-**Air compressor**
-**Seat belt**
-**Air vents, indicators, & gauges**
-**Brake system**
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-**Radiator**
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### 2000 HR
-**Engine oil filters**
-**Fuel tank cap & fuel screen**
-**Engine air filters**
-**Intake & exhaust system**
-**Lubrication system**
-**Hydraulic systems**
-**Gear oil compartments**
-**Fuel tank**
-**Air compressor**
-**Seat belt**
-**Air vents, indicators, & gauges**
-**Brake system**
-**Battery system**
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### PRODUCT SUPPORT CAPABILITIES

- **24/7 TECHNICAL SUPPORT**
- **24/7 PARTS PROCEDURES**
- **24/7 PRODUCT SUPPORT HOTLINES**
- **CAT CATALOGS & PARTS INFORMATION**
- **POST-ordination FUEL AND LUBRICATION HANDBOOKS**
- **RENTAL STORE LOCATIONS**

### LOCATIONS

- **Elko**
  - 1800 N. Alpine Road
  - Elko, NV 89801
- **Reno/Sparks**
  - 500 Mandarin Ave
  - Sparks, NV 89431
- **Winnemucca**
  - 3050 Railroad Street
  - Winnemucca, NV 89445
- **Henderson**
  - 3300 St. Rose Parkway
  - Henderson, NV 89052

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*Actual planned maintenance services per hour vary based on model.*
INCREASE YOUR UPTIME - REDUCE YOUR OPERATING COSTS

Equipment Management Solutions (EMSolutions) is built to help you better manage your assets and lower your operating costs.

Cashman will partner with you to help protect your fleet, whether it’s all Cat or a few other brands mixed in. Our team of experts will assist in managing your planned maintenance business so you can be proactive about the health of your equipment. With state-of-the-art tools such as Product Link™ and VisionLink®, Cashman EMSolutions can help you save time and money.

Partnering with Cashman EMSolutions is a win for any size of business. Control your costs, bid your jobs more accurately, and realize a more systematic approach for managing your fleet and repairs.

COST EFFECTIVE
• Helps cut overall service costs and downtime
• Extends service intervals when job conditions allow
• lowers total owning and operating costs

SCALABLE AND FLEXIBLE
• Begins with Product Link hardware, VisionLink software, PartStore, Oil Commander and fluids analysis by our ISO 17025 accredited and Cat SOS certified lab
• Start small and add services as you go
• Provides you with the tools to effectively schedule and perform your own maintenance or leverage our expertise to do the work for you

UPTIME
• Helps you schedule service downtime around production demands
• Helps maximize equipment availability
• Helps to schedule and manage maintenance

SUSTAINABLE
• Reduces lifetime parts, fluids and labor needs

EASY
• We can help you apply elements to your business, or we can handle all your service and maintenance needs for you through a Customer Support Agreement (CSA)

STAY ON TRACK WITH PLANNED MAINTENANCE

Includes all of Level 3 features plus notifications for upcoming planned maintenance intervals, and one of the following packages.

• BASIC: Annual machine inspection and the necessary filters, seals, gaskets and PM kits for all 250, 500, 1000 and 2000 hour intervals performed by the customer. Choose this package if you prefer to manage, schedule and perform your own services.

• PLUS: Necessary filters, seals, gaskets and PM kits for all 250 and 500/900 hour intervals performed by customer. Cashman to complete all 1000 and 3000 hour PMs, which includes all parts, fluids analysis, visual inspection and fluids required. Choose this package if you prefer Cashman to manage and schedule PM1 and PM2 services, plus perform PM1 and PM2 services.

• PREMIUM: Equipment history includes all service reports and recommendations for maintenance, inspections and repairs. Cashman to complete all PMs at 250 hour intervals using our Caterpillar trained lube technicians and our lube service vehicle, and includes all parts, fluids analysis, visual inspection and fluids required. Choose this package if you prefer Cashman to manage, schedule and perform all services.

STAY FOCUSED ON YOUR BUSINESS - PLANNED MAINTENANCE AND REPAIR

Includes everything in a Level 4 Premium Package plus
• A Planned Maintenance and Repair Protection Plan and all transportation and traveling costs (within Cashman servicing territory) related to repairs from any planned maintenance and warranty work.
• Machine must be less than one year old or already enrolled in a Premier service agreement.

GET STARTED WITH EASY ACCESS TO INFORMATION
• Includes Product Link™ installed and activated
• VisionLink® access and training
• PartStore access and training
• Oil Commander access and training

STAY INFORMED WITH TIMELY REPORTING
• Includes all of Level 1 features plus
• A monthly fleet report

STAY INFORMED WITH TIMELY REPORTING
• Includes all of Level 2 features plus
• A dedicated Cat certified condition monitoring specialist to monitor your fleet
• Actionable recommendations based on analysis of critical data sources
• Alerts and preventive maintenance tracking
• Fluids sampling per OEM Intervals through CFA

GET ADVICE FROM THE EXPERTS
• Includes all of Level 2 features plus
• A dedicated Cat certified condition monitoring specialist to monitor your fleet
• Actionable recommendations based on analysis of critical data sources
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Optional (additional fees apply)
• HVAC - A/C / receiver
• coolant flush / refill
• Engine adjustment

Actionable recommendations based on analysis of critical data sources
• Technical Analysis
• Technical Analysis

Fluids sampling per OEM Intervals through CFA

Travel per event is based on a single machine. If multiple machines are done at the same site, at the same time, only one travel charge is billed per service truck.

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