

OLYMPIAN™

ELECTRIC POWER CUSTOMER SUPPORT AGREEMENTS

AT THE HEART OF YOUR BUSINESS

INSPECTION | MAINTENANCE | FULL



CUSTOMER SUPPORT AGREEMENTS (CSA) ARE THE MOST EFFECTIVE WAY OF ENSURING YOUR ELECTRIC POWER SYSTEMS PERFORM AT PEAK PERFORMANCE.



CUSTOMER SUPPORT AGREEMENTS GREATLY REDUCE THE RISK, DISRUPTION AND LOSS OF REVENUE CAUSED BY UNSCHEDULED DOWNTIME THUS DECREASING YOUR COST OF OWNING AND OPERATING.

CUSTOMER SUPPORT AGREEMENTS ENSURE YOUR SERVICE, MAINTENANCE AND REPAIRS ARE PERFORMED BY HIGHLY SKILLED PROFESSIONALS, GIVING YOU MORE TIME TO CONCENTRATE ON DRIVING YOUR BUSINESS FORWARD.

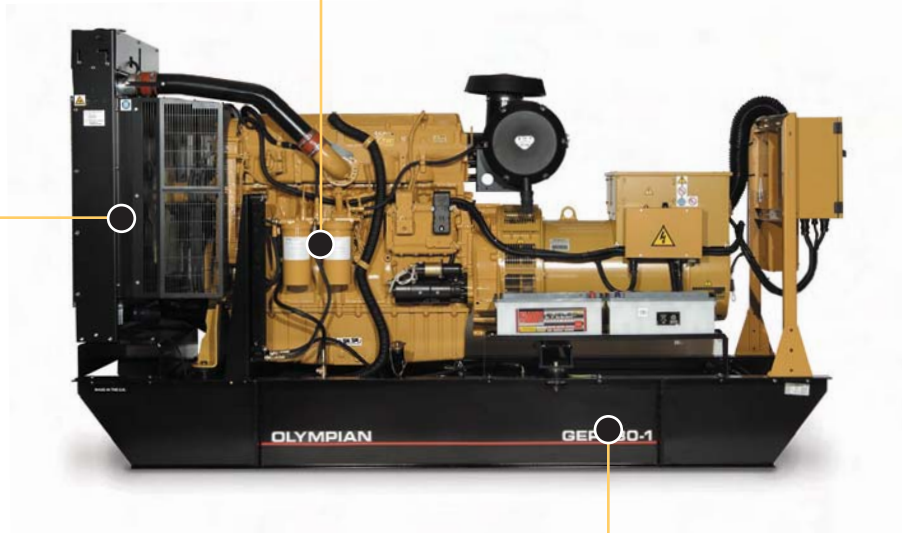
AT THE HEART OF YOUR BUSINESS

Whether you have one generator set or many, whether you want minimal support or a total package, there's a Customer Support Agreement for you. We offer three levels:

Level 1: **INSPECTION SERVICE AGREEMENT**

Level 2: **MAINTENANCE SERVICE AGREEMENT**

Level 3: **FULL SERVICE AGREEMENT**



PROFESSIONALS WORKING FOR YOU

Service technicians at Cat® Dealers are highly trained and fully competent on all aspects of Olympian generator sets. They are highly mobile, well equipped and use a wide range of exclusive service tools, software and advanced hardware.

To ensure optimum service levels, technicians' schedules are coordinated by an experienced back-office team that understands, above all else, time is money. Cat Dealers offer a large stock of genuine parts and excellent availability, so you can optimize your owning and operating costs.

10 GREAT REASONS TO CHOOSE A CSA FROM YOUR CAT DEALER

- Increased uptime
- Greater productivity
- Optimized workshop and tooling utilization
- Improved labor time allocation
- Remove the costs of maintenance scheduling and record keeping
- Quality work from highly skilled technicians
- Guaranteed use of genuine parts
- Higher resale values
- Plan ahead with greater confidence
- More time to focus on your business



THE INSPECTION SERVICE AGREEMENT INCLUDES A HIGHLY SPECIALIZED VISUAL AND TECHNICAL GENERATOR SET INSPECTION AS WELL AS THE REQUIRED MAINTENANCE PARTS. IT INCLUDES A DETAILED INSPECTION REPORT DESCRIBING THE CONDITION OF YOUR GENERATOR SET AS WELL AS ADVANCED WARNING OF POTENTIAL PROBLEMS.

BENEFITS

- Accurate, professional testing
- Early warnings enable prompt action to be taken
- Increased uptime
- Plan ahead with greater confidence
- Optimum cost per hour with high quality genuine Olympian parts

WHAT DOES AN INSPECTION SERVICE AGREEMENT INCLUDE?

ANNUAL INSPECTION

This consists of a visual walk around inspection of the generator set using an extensive checklist and performed by a highly skilled service technician who will also provide key recommendations in line with factory guidelines and standards.

MAINTENANCE PARTS

At every service interval, your Cat Dealer will provide all the parts you need to perform your generator set service as detailed in the Operations & Maintenance Manual delivered with your generator set.

SCHEDULED OIL SAMPLING

S•O•SSM Services involve an analysis of engine fluids in our specialized laboratories. By checking the results against manufacturer's wear tables, potential problems can be identified and corrective action taken. Your Cat Dealer will maintain a full record of all service and repair work, along with fluid analysis lab results.

ELECTRONIC GENERATOR SET DATA MONITORING

During the annual inspection visit, your Dealer will connect service diagnostic tools into your generator set to diagnose and calibrate the various electronic control systems.

RECOMMENDED ACTIONS

Based on the S•O•SSM analysis, electronic diagnostics and the annual inspection, your Cat Dealer will make recommendations to help you maintain your installation in perfect condition. This will enable you to focus on your core activity and optimize your owning and operating costs.



IN ADDITION TO ALL THE STANDARD ELEMENTS INCLUDED IN THE INSPECTION SERVICE AGREEMENT, THE MAINTENANCE SERVICE AGREEMENT INVOLVES A HIGHLY SKILLED TECHNICIAN WHO WILL PERFORM ALL MAINTENANCE ACTIONS BASED ON THE SERVICE INTERVALS DETAILED IN THE OPERATION AND MAINTENANCE MANUAL DELIVERED WITH YOUR GENERATOR SET.

YOU MAINTAIN RELIABILITY AND EFFICIENCY BECAUSE THE MAINTENANCE IS PERFORMED AT A GUARANTEED COST, GIVING YOU THE ABILITY TO BUDGET MORE ACCURATELY. YOU AVOID DOWNTIME BECAUSE MAINTENANCE IS PERFORMED ON A DEFINED SCHEDULE, WHERE AND WHEN IT'S MOST CONVENIENT FOR YOU.

BENEFITS

- Agreement flexibility
- Increased uptime
- Optimized performance
- Lower operating costs
- Planned maintenance cost per hour
- Improved labor time allocation
- Optimized maintenance scheduling and record keeping costs

WHAT DOES A MAINTENANCE SERVICE AGREEMENT INCLUDE?

MAINTENANCE PARTS

Genuine parts are designed for engine components to optimize your generator set's performance and reduce your operating costs. Original filters, for example, increase contamination control performance by maximizing your component cleanliness and life. Recommended lubricants and coolants are field tested and approved to ensure they meet each component's specific performance and cooling requirements.

MAINTENANCE LABOR

At every service interval, your Cat Dealer will perform the maintenance required for your generator set. A highly skilled service technician will travel to your generator set with a service vehicle equipped with the specialized tooling needed for the inspections, fluid analysis, diagnostics and oil and filter changes. Each time, you will receive a report including the analysis and recommendations you need to ensure your installation and operations are running at optimum efficiency.

PERIODIC INSPECTIONS

Your Cat Dealer will perform technical analysis inspections at every service interval to improve performance and lower owning and operating costs. Manufacturer's unique inspections guidelines are designed to increase engine and generator set productivity and availability by inspecting the health and condition of the generator set.

SCHEDULED OIL SAMPLING

S•O•SSM Services involve an analysis of generator set fluids in our specialized laboratories. By checking the results against manufacturer's wear tables, potential problems can be identified and corrective action taken. Your Cat Dealer will maintain a full record of all service and repair work, along with fluid analysis lab results.

ELECTRONIC DATA MONITORING

Olympian Electronic Service Tool (Olympian EST) is the diagnostic software required to communicate, diagnose and service electronically controlled Olympian generator sets. Your Cat Dealer will use this tool at every inspection to perform the following actions:

- Parameter status display
- Active diagnostics display
- Logged diagnostics viewing and clearing
- Logging and viewing of irregular Electronic Control Module (ECM) occurrences
- Diagnostic tests
- Calibrations
- Mechanism for retrieving engine totals including fuel used
- Flash Memory software for uploading new software to the ECM

RECOMMENDED ACTIONS

Based on the S•O•SSM analysis, electronic diagnostics and the periodic inspections, your Cat Dealer will make recommendations at every service interval to help you maintain your generator set in perfect condition. This will enable you to focus on your core activity and optimize your owning and operating costs.



A FULL SERVICE AGREEMENT PROVIDES YOU AN END TO THE UNCERTAINTIES OF ARRANGING AND UNDERTAKING REPAIR AND MAINTENANCE, LEAVING YOU FREE TO CONCENTRATE ON GROWING YOUR BUSINESS.

ALL THE STANDARD ELEMENTS OF THE MAINTENANCE SERVICE AGREEMENT ARE INCLUDED, WITH THE ADDITION OF PLANNED OVERHAULS AND ANY UNSCHEDULED REPAIRS. ALL MAINTENANCE AND REPAIR IS PLACED IN THE HANDS OF YOUR CAT DEALER.

BENEFITS

- Greater generator set availability
- Optimized performance
- Complete control over costs
- Improved labor utilization
- Optimized workshop utilization
- No stock of maintenance and repair parts needed
- Complete peace of mind
- More time to focus on your core business

WHAT DOES A FULL SERVICE AGREEMENT INCLUDE?

MAINTENANCE SERVICE AGREEMENT

All the standard elements of a Maintenance Service Agreement are included in the Full Service Agreement.

- Maintenance parts
- Maintenance labor
- Periodic inspections
- Scheduled Oil Sampling
- Electronic data monitoring
- Recommended actions
- Documented service history

MAINTENANCE PARTS

At every service interval, your Cat Dealer will provide all the parts you need to perform your generator set service as detailed in the Operations & Maintenance Manual delivered with your generator set.

REPAIRS AND PLANNED OVERHAULS

With a Full Service Agreement, any repair or before failure overhaul work will be undertaken by highly skilled service technicians, using the right tools and genuine parts, which have the highest specifications in the industry and are readily available. Only Cat Dealers have specialized training and access to manufacturer's specifications to optimize your owning and operating costs. Original parts and labor are included in the agreement.

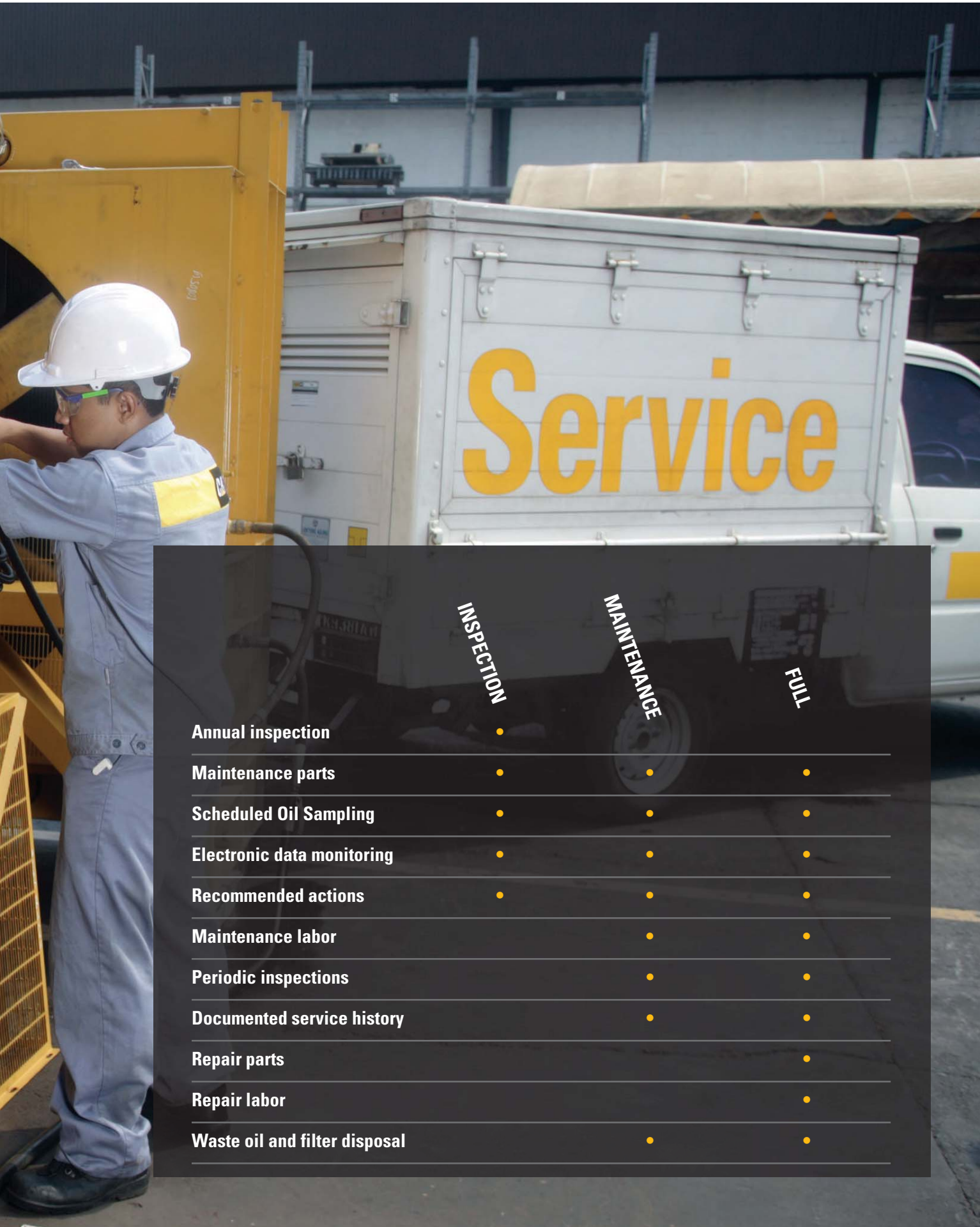
TOTAL FLEXIBILITY

Full Service Agreements are extremely flexible and can be further tailored to your needs to include other products and services.

COMPLETE PEACE OF MIND

With a Full Service Agreement, you have greater generator set availability, increased operational efficiency and complete control over costs. A Full Service Agreement means you can concentrate on growing your business, leaving specialists trained by manufacturers to take care of everything.





INSPECTION

MAINTENANCE

FULL

Annual inspection

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Maintenance parts

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Scheduled Oil Sampling

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Electronic data monitoring

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Recommended actions

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Maintenance labor

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Periodic inspections

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Documented service history

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Repair parts

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Repair labor

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Waste oil and filter disposal

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Your Cat Dealer can offer a range of Customer Support Agreements to meet your needs.

For you, the benefits are maximum uptime, increased efficiency and more time to concentrate on driving your business forward.

www.olympianpower.com



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