



WHAT'S NEW

CUSTOMER SUPPORT AGREEMENTS



Every piece of Cat® equipment is designed and built to provide maximum productivity and operating economy throughout its working life. Massy Cat can help you maintain that built-in value through a Customer Support Agreement (CSA).

What is a Customer Support Agreement?

CSAs help you find equipment problems before they cause failure, leaving you with fewer repairs and less unscheduled downtime. Agreements are tailored to fit your business needs and can range from simple Preventive Maintenance Kits to sophisticated Total Cost Performance Guarantees. No matter which option you

choose you can be assured that we will provide you with careful planning and ongoing attention that will help you succeed. There are no pre-set requirements or specific products and services that you must agree to buy. In every case and with every piece of equipment, a CSA is an individualized plan. Depending on your needs, your costs can be a flat rate monthly fee or some other arrangement based on actual production hours. Your agreement may include as few or as many pieces of equipment as you wish. You can cover individual systems, single pieces of equipment, entire fleets, large and small pieces, new and used equipment. We will work with you to determine the best strategies to maximize productivity and minimize costs for both your Cat and non-Cat equipment.

A Variety of Flexible Options

How you work, where you work and the extent of your service capabilities are among the variables that will determine the type of CSA that is right for you. Following are a few of the more common options.

- Machine and Engine Preventive Maintenance Agreements
- Machine Hydraulic Service
- Complete Machine and Engine Inspection Programs

A Partnership That Gets More Done

In the end, a CSA is a partnership between you and Massy Cat that will help you succeed by leveraging the equipment management expertise of Caterpillar. When we team up with a CSA, you get more than just a piece of Cat iron, you get the company. Contact Massy Cat to tailor your CSA agreements today.



DID YOU KNOW?

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SITE CONDITIONS CAN DRAMATICALLY AFFECT COMPONENT LIFE

WHEN IS THE BEST TIME TO REBUILD A MAJOR COMPONENT'S UNDERCARRIAGE, TRANSMISSION OR ENGINE?



The right answer depends on a lot of things, including the conditions of your site.

www.massycat.com

- Soil Conditions
- Grades
- Operating Techniques
- Weather

All these factors and more can affect component life, but by how much?

CONDITION MONITORING MAKES A DIFFERENCE

A good condition monitoring program takes site conditions into account in helping you manage your equipment to get the most from your operation. Contact Massy Cat today and let us help you make a difference.

Source: <http://www.equipmentworld.com/4-rules-for-managing-production-downtime-owning-operating-costs/>

SPECIAL OFFER



- Type:** Cat® Hydraulic Excavator (New)
Model: 320D2 GC
Features: • Standard Warranty - 12 months
 • Equipment Protection Plan - 12 months (additional)
 • Cat® Product Link activated

Call 665-5555 Ext 435, 434, 436, 433 or enquire in store for details

SPECIAL PRICE: \$ 1,250,000

Valid until 30th September 2018 or while stocks last

GET TO KNOW OUR TEAM

NAME: Keron Mohan
JOB TITLE: Technician B
YEARS OF SERVICE: Four (4)

CAT® CERTIFICATION:

- Cat – Certified Engine Performance Level 2
- Cat - Certified Engine Repair Level 2



The past four years in Massy has been great. I am proud to be a member of the Massy Cat team; being a part of an excellent organization with a reputation of being the leader in the heavy-equipment industry. I strongly believe my role of providing our customers with exceptional service is crucial, as every second a machine is non-operational with no production, our customers are tremendously affected.

My job allows for me to work on sites both in Trinidad, and Tobago, building relationships and creating new ones with our customers. It's an ease of mind to be working in a safe, family friendly, and positive work environment where safety is our lifestyle. Though there may be challenges that can arise; because of my mechanical experience, Cat® certification, and excellent support from our suppliers, no task is left undone. Safely home every day!

