



ITEMS		FLEX	CONTROL	PERFORMANCE	TOTAL CARE
Remote Monitoring	A	* access	** inform	*** advice ✓	***** manage ✓
Oil Analysis	B				✓
Oil Interpretation	C	x	x	✓	✓
Coolant Analysis	D				✓
Performance test (PAR)	E				✓
TAM/TAE	F				✓
Boroscopic inspection	G				✓
Alignment check	H				✓
Fuel injectors	I		N/A	N/A	N/A
Turbo chargers	J		N/A	N/A	N/A
Top-end overhaul	K		✓	✓	✓
Major overhaul	L		✓	✓	✓
Filter package	M	✓	✓	✓	✓
Water pump	N				✓
Cooling water thermostats	O				✓
Fixed price for unscheduled repairs	P	x	x	x	✓
Tool package	Q				✓
Spare parts package	R				✓
Strategic parts stock	S				✓
Technical training	T				✓
Int. emergency call-out fee	U	x			✓
Customer specific guarantees	V	x	x	x	✓

✓ Included x Not available N/A Not applicable

Cat service levels and mandatory service packages				
	Flex	Control	Performance	Total Care
	M	M	M	M
		K,L	K,L	K,L
			A,C	A
				B-H and N-V

SUPPLIER'S OBLIGATIONS

24/7/365 service support on call	1	✓	✓	✓	✓
Response after initial contact (hours)	2	3	1	1	1
Service work report after each service interval	3	✓	✓	✓	✓
Response time for unscheduled repairs (hours)	4	24	8	8	4
Discount	5	✓	✓	✓	✓
Targeted TCO reduction	6	x	x	✓	✓
Operational meeting	7	x	✓	✓	✓
Operational Master Class	8	x	x	✓	✓
First priority for campaigns	9	✓	✓	✓	✓
Fee based contract	10	x			
Newsletter to update on the fleet engines	11	✓	✓	✓	✓

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