

EM Services

GUIDE BOOK



WARREN

CAT



MY.CAT.COM OVERVIEW And How To Get Started

What Is the My.Cat.Com Customer Portal?

My.Cat.com is a customer portal developed by Cat® that offers you a secure, convenient, online environment to manage your business through the purchase, operation and support of your equipment - including owned and rented Cat machines as well as other machine brands. My.Cat.com is filled with useful resources, tools and contact information that will help power your productivity. Plus, My.Cat.com is free. You can access the portal anytime, anywhere, from any device.

While still growing, My.Cat.com already provides valuable, wide-ranging features in five languages for global and mobile application with dealers and Caterpillar. Your personal login also provides seamless access to Cat.com, Parts.cat.com, Service Information System (SIS) and VisionLink® (VL). It's your one stop for all Caterpillar-related business and support.

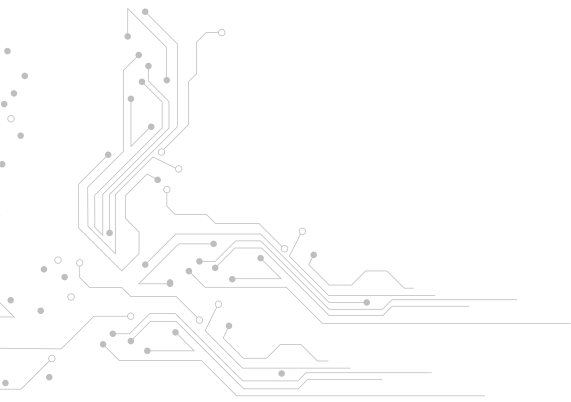
Current Features Include:

- Mobile-friendly content for tablets and smartphones.
- Monitor location, hours and events for ProductLink™-equipped machines.
- Assess S•O•SSM Services results.
- Manage Planned Maintenance (PM) schedules and alerts.
- Request dealer service.
- Act on safety service letter indicators.
- See your warranty and Equipment Protection Plan (EPP) history.
- Connect to additional productivity tools and resources, including Operation & Maintenance Manuals (OMMs).

Future Functionality

Caterpillar is currently developing and fine-tuning tools and information to help you buy, sell, rent, operate and support your equipment and manage your business more efficiently and effectively. It's all about your sustained success—in the moment, at a click.

You don't need any special software or training to get started—simply visit My.Cat.com, and click "REGISTER."



VISIONLINK

Next Generation Asset Monitoring & Fleet Management

YOU'VE GOT QUESTIONS

- + Where are my machines?
- + When are they running?
- + How can I help my operators?
- + How can I be more productive?

VISIONLINK HAS ANSWERS



INCREASE PRODUCTION

- + Improve utilization by knowing if, when, where and how every asset is being used
- + Bid and schedule projects more accurately
- + Manage your entire jobsite via one interface



IMPROVE OPERATOR PERFORMANCE

- + Improve operator performance to identify training opportunities
- + Compare individuals' productivity and idle time numbers to motivate improvement



CONTROL COSTS

- + Monitor and reduce idle time and fuel burn
- + Eliminate assets that aren't earning their keep
- + Manage service to avoid downtime



RUN A SAFE OPERATION

- + Know when unsafe actions occur, even when you're not there
- + Act quickly to prevent accidents and identify training opportunities

WE'VE GOT OPTIONS

VL DAILY

- + The new VisionLink Daily package offers all the same information as the Inform package. The key difference is that you will be given the data once per day, instead of multiple daily reports.

ACCESS

- + Basic access to machinery hours, location, and maintenance tracking.

INFORM

- + Access to data, analytical tools, visualization software, reports, and training for customers who will interpret and act on their own data, without dealer or Caterpillar involvement.

ADVISE

- + Added layer of analysis and consultation for customers who seek Caterpillar expertise, but may or may not contract with the dealer to carry out the recommendations.



VISIONLINK QUICK REFERENCE

And How To Log In

Where Are My Machines? When Are They Running? How Can They Be More Productive?

Get the answers to these — and countless other questions about your assets and operations — with the latest version of VisionLink®, Caterpillar's award-winning fleet management software.

Task Focused Applications Help You Turn Your Challenges Into Opportunities

The newest version of VisionLink gives you access to four task-focused applications, designed to help you increase production, control costs, improve operator performance and run a safer operation.

- **Unified Fleet** delivers fleet management data: location, hours, idle time, fuel use, asset status and operation. Knowing if, when, where and how every asset is being used can help you improve utilization, reduce idle time and fuel burn, bid and schedule projects more accurately and even eliminate underperforming assets.
- **Unified Service** provides maintenance data: fault codes, fluid analysis, inspections and more. With that information, you can monitor equipment health and manage service to avoid downtime. You'll also know when unsafe actions occur, so you can act quickly to prevent accidents.
- **Unified Productivity** lets you track machine use, payload, volume, cycles and even project productivity. That's data you can use to make sure you're operating at optimum efficiency. You can identify operator training opportunities and even compare individuals' numbers to motivate improvements.
- **Administrator** offers enhanced administration capabilities, making it easy to manage asset settings, users, reports, notifications, groups and projects.

What Else Is New?

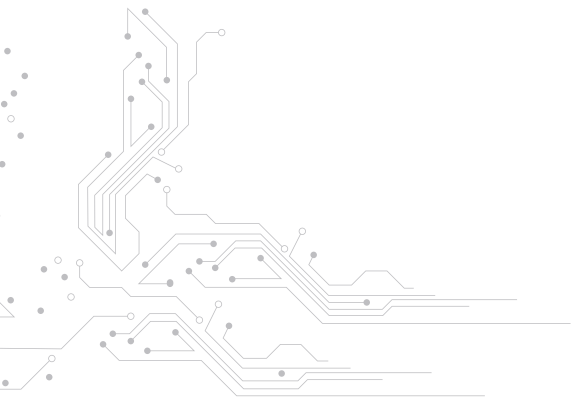
The latest VisionLink release gives you easy access to the information you need to make decisions that improve profitability. Key capabilities and features include:

- Enhanced fleet support to cover your entire jobsite
- Customizable dashboards with dynamic reporting capabilities
- Role-based solutions that deliver critical information faster
- Single sign-on for the entire suite
- Full functionality across all devices: desktop, tablet and mobile phone
- Online help portal with 24/7 access to videos and instruction

How Do I Log In?

You can log in to VisionLink in one of two ways:

1. Visit "VisionLink.Cat.com" and enter your My.Cat.com login information
2. Visit "www.myvisionlink.com" and enter your email address and password.



CAT INSPECT APP QUICK REFERENCE

And How To Download

Cat® Inspect: Simplify The Inspection Process

The Cat Inspect App makes inspections easy, turning your mobile device into a centralized information gathering hub for all your Cat equipment.

Cat Inspect is an easy-to-use application that allows users to download and complete inspections and include additional information such as pictures, comments, and ratings. With machine-specific Preventive Maintenance (PM) checklists, performing recommended services is easier than ever.

- Digital inspections provide real-time information for review, retention, and printing
- Optimized for mixed fleet owners: Secure inspection results for Cat and non-Cat assets in one place
- Red, Yellow, or Green ratings allow for quick identification of actionable items
- Prioritize repair spend budget based on inspection results and status
- Assign inspections and review results from various employees
- Add ratings, make comments, and take pictures during inspections
- Integrate with other systems, like VisionLink, for a complete view of your fleet.

Who Would Benefit From Using the App?

Cat Inspect is useful to customers with Cat or mixed fleets, field technicians, shop technicians, operators, owners, and many more roles throughout the organization.

Will the Completed Inspections Be Displayed In VisionLink®, the User Interface For Cat Product Link™?

Yes, but only certain inspection types with yellow or red results will be synced and displayed in VisionLink. Ask us for details.

Will Warren Cat Use the Information From My Inspections?

Yes, we may use the data from your completed inspections to help make better recommendations on your equipment.

How Do I Get Access To Cat Inspect?

After you have downloaded the app, contact us to enable your account.

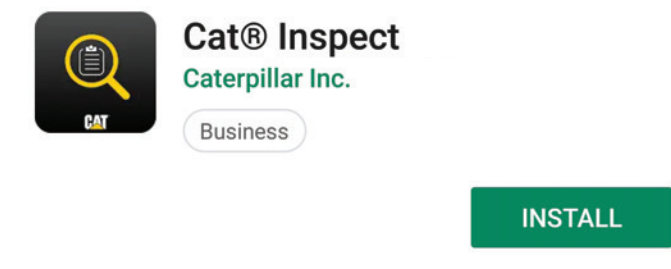
How to Download on iPhone

1. Open the "App Store"
2. Search for "Cat Inspect"
3. Select "Cat Inspect"
4. Tap "GET"



How to Download on Android

1. Open the "Google Play"
2. Search for "Cat Inspect"
3. Select "Cat Inspect"
4. Tap "INSTALL"



CAT APP QUICK REFERENCE And How To Download

What Is the Cat App?

The Cat App: Fleet Management is a mobile application created by Caterpillar, available on Apple and Android devices, that allows you to view and manage all of your equipment from one place. This app allows you to view your list of Cat and non-Cat branded assets along with current location and last updated Service Meter Units (SMUs). Additionally, you can view your machine's Operation and Maintenance Manual (OMMs), watch instructional videos and communicate with us from your job site.

This app improves and transforms your business by allowing you to better manage your daily operations, digitize your efforts for tracking purposes, and leverage data to optimize your resources.

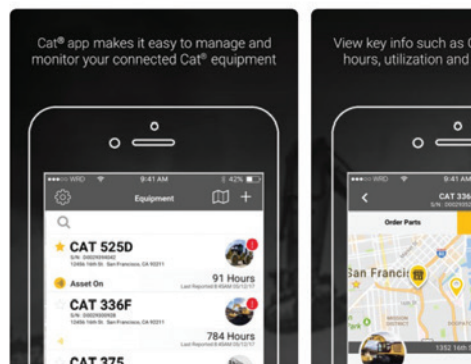
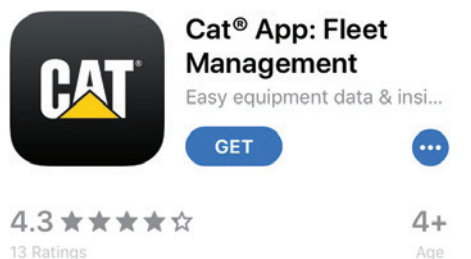
Features Include:

- Add and manage your assets
- View location and hours for assets fitted with telematics devices
- Update hours manually for assets not having telematics devices
- View Operation and Maintenance Manuals
- Watch, Download and Rate Instructional videos
- Find and add your dealer contact information
- Contact us
- Report an app related issue to the product support team
- Suggest new features to the Product Management team



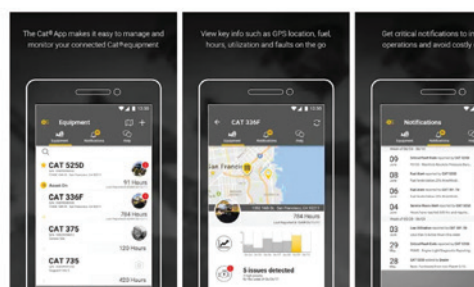
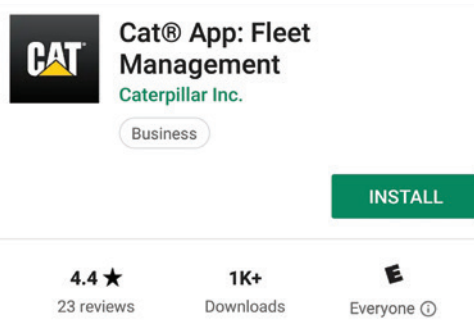
How to Download on iPhone

1. Open the "App Store"
2. Search for "Cat App: Fleet Management"
3. Select "Cat App: Fleet Management"
4. Tap "GET"



How to Download on Android

1. Open the "Google Play"
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4. Tap "INSTALL"





PARTS.CAT.COM

One Website. 1.4 Million Parts

All the Cat® Parts You Need. All In One Place

What Is Parts.Cat.Com And Why Do I Need It?

With Parts.Cat.Com, all the genuine Cat parts you need are just a couple of clicks away. It's the next evolution in buying Cat parts online and it's easier than ever.

The benefits of using Parts.Cat.Com include:

- Faster ordering with Quick Order
- View order history and reorder
- Quickly place bulk orders by uploading a .CSV spreadsheet
- Access to other online applications
- View prices of Cat parts
- Check parts availability
- Compare specifications
- Choose delivery or pick up from dealer store
- Shop Cat Reman and Cat Classic™ parts options
- View electronic parts manuals
- Reduce downtime
- View technical information
- Avoid waiting in line

How Do I Sign Up or Sign In?

Step 1:

Sign in with your PartsStore or Parts.Cat.Com username and password, or register as a new user

Step 2:

Select your dealer store

Step 3:

Update/complete any necessary account registration fields and begin shopping.

Sign in or register today to find and purchase genuine Cat parts.

ANYTIME. ANYWHERE





CAT S-O-S FLUID ANALYSIS

Learn to prevent expensive failures

What Is S-O-S™?

S-O-S is a fluid analysis program that monitors your equipment's health in order to maximize its lifetime. The program uses laboratory methods verified by Cat® to detect early signs of contamination or excessive wear. Trained analysts alert the equipment owner at the first sign of trouble, allowing the owner to perform the required action to prevent machine failure. **The S-O-S Lab offers oil, coolant, and diesel fuel analysis.**

Laboratory Tests

The S-O-S lab utilizes assorted instrumentation to investigate the following fluid properties:

Contaminants

- Water
- Fuel Dilution
- Antifreeze
- Silicon (Dirt)

Particle Count

Reports ISO code to define cleanliness.

Viscosity

Reports viscosity to verify oil weight and detect indications of fuel dilution.

Oil Condition

Describes machine's overall health by quantifying:

- Soot
- Oxidation
- Nitration
- Sulfation

Wear Metals

Recognizes and locates signs of failure by detecting increases in elements including:

- Copper
- Iron
- Chromium
- Lead
- Silicon
- Aluminum
- Nickel
- Tin

Additives

Detects deterioration in oil by quantifying elements such as:

- Calcium
- Phosphorous
- Zinc
- Magnesium
- Sodium

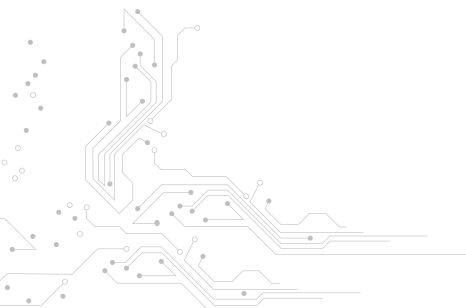
A specialized series of tests are performed on coolant and fuel samples.

Submitting Samples

Sample kits can be purchased from any Warren CAT parts department. Transfer oil into the sample bottle from your machine via the sample valve or you can use a small pump for vacuum extraction. Report your equipment's serial number, compartment sampled, and your contact information on the label included in the sample kit. Samples can be returned to the lab through USPS or UPS. You can expect results within 24-48 hours after the lab has received your samples.

S-O-S and Cat Inspect

The S-O-S Lab has specialized Cat Inspect kits which allow you to bypass handwritten labels and conveniently input sample information digitally through the Cat Inspect App. Contact the Lab for more information.



CONDITION MONITORING

Monitor & Maintain Equipment

What Is Condition Monitoring?

Your Warren CAT Condition Monitoring team will collect and analyze data related to your equipment. Through careful interpretation of the data, your team can determine the health of your machines and perform troubleshooting where necessary. We can also personalize the program to meet the unique needs of your business.

Benefits Include:

- **Minimize Operation Costs** - Extend service intervals when job conditions allow. Lower total owning & operating costs.
- **Increase Productivity** - Schedule service downtime around production demands. Maximize equipment availability.
- **Scalable & Flexible** - Begin with a routine inspection and SOS Fluid Analysis, then add other elements as needed.
- **Extend the Life of your Machines** - Cut overall service cost and increase uptime.

Prefer To Handle Your Equipment Yourself? Just Looking For Some Help From Your Cat Dealer? Or Do You Want Comprehensive, Turnkey Support?

EM Services (Equipment Management Services) lets you configure a package that gives you everything you want, without paying for anything you don't. Our packages come in three levels:

Level 1 (Inform) Provides you with valuable machine data. You get regular reports, specialized software, analysis tools & access to automated services from your Cat dealer—ideal if you want to handle your own equipment management program while taking full advantage of the latest Cat technologies.

Level 2 (Advise) Adds analysis & consultation services delivered by your dealer's expert Condition Monitoring Analyst. You'll not only receive information based on your machine data, but also proactive recommendations on how to prevent or quickly fix equipment issues. You can even set up contracts to let your Cat dealer handle some of your maintenance & service needs.

Level 3 (Partner) Offers high-level consultative & customized services that enable your Cat dealer to manage most or all of your equipment responsibilities. Services may include risk & gain sharing agreements, performance guarantees & more. You get a true management partnership that allows you to focus time & resources on running your core business.

We can apply Condition Monitoring elements to your business, or we can handle all your service and maintenance needs through a Customer Value Agreement (CVA). A CVA is personalized arrangement between Warren CAT and you that ranges from simple Preventive CVA Kits to comprehensive Total Cost Performance Guarantees to help you minimize downtime and improve the performance of your machines.

