

Customer Support Agreements



What is a Customer Support Agreement?

Finning's Customer Support Agreements are tailored to fit your situation. Perhaps the most important feature of any CSA is flexibility. There are no preset requirements or specific products and services that you must agree to buy. In every case and with every machine, a CSA is an individualized plan.

Your agreement may include as few or as many machines as you wish. Finning will work with you to determine the best strategies to maximize your machine's productivity and minimize costs.

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CSAs are for everyone

Customer Support Agreements are not just for large machines. The need to work efficiently and lower operating costs is the same regardless of a machine's size, age or its application. That's why CSAs are available for existing fleets and used equipment. Even Certified or dealer rebuild machines can be covered.



How can a CSA help you?

Think about your current preventive maintenance practices and service needs, and consider who is best qualified to provide these services. Chances are Finning can provide service in a more timely, efficient and cost-effective manner. You save money, improve availability, and have more time to concentrate on other important aspects of your business. Finning has a team in place to handle all the tracking and scheduling your machine hours to ensure on-time services for your equipment.

What percentage of your resources are spent on the following?

- Finding and training mechanics
- Repair tools, equipment and diagnostic tooling
- Environmental disposal fees
- Employee benefits
- Parts inventories
- Shop building upkeep, taxes, insurance, utilities
- Service and lube trucks

All of these factors impact your bottom line. A CSA can minimize these and other costs by placing a variety of service duties into the expert hands of Finning technicians.



Preventive Maintenance Agreements

Includes on-site preventive maintenance services at recommended intervals. Trained technicians with extensive equipment knowledge inspect and maintain your equipment. Their reports focus on three areas:

- **Contamination Control** — More than 70% of hydraulic component failures can be traced to some type of contamination. Expert diagnostics and inspections can detect problems long before your operators can detect them.
- **SOS Fluids Analysis** — Finning's factory trained interpreter provides expert analysis of component wear rates and makes recommendations.
- **Technical Inspections** — Visual checks and operational assessments are performed during each PM Service.

Under a Finning PM Agreement, equipment is enrolled into a Finning Maintenance Scheduling program where all PM inspections and services are scheduled and recorded. When services become due, a qualified, experienced technician is dispatched with a full inventory of required parts, tooling and waste oil handling facilities necessary to deliver these inspection and services in the field or shop. Following each visit, a machine inspection and condition report is provided informing the customer of the inspections and services completed the condition of the machine, and recommendations where attention may be required.





A Customer Support Agreement is an opportunity to increase your machines' productivity and availability while lowering your ownership and operating costs. A custom CSA can help you detect equipment problems before they cause failures. This translates to fewer repairs, less unscheduled downtime, lower operating costs and maximum productivity for your business.

In the end, a CSA is a partnership between you and Finning that will help you succeed by leveraging the equipment management expertise of Finning. When you and Finning team up with a CSA, you get more than a piece of Cat iron, you get the company.

Please contact your Finning sales representative or the Finning Preventive Maintenance Department for quote or further information.

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