



CUSTOMER SERVICE AGREEMENTS

Thinking ahead. You are aware of the importance of having stand-by power available – in your industry, there's zero room for failure. You have considered the options, and made the decision to invest in the most appropriate power generation system. Have you thought about protecting your investment?

The day you need your generator...

You need it. Period. How do you make sure it will be working for you? Unless required maintenance is being timely and expertly performed, there's a risk of the unit failing to start when an outage occurs. A Milton CAT CSA, or Customer Service Agreement, is the efficient, cost-effective way to ensure the reliability and performance of your generator system.

What, when, who? A Milton CAT CSA is a customized, planned preventive maintenance program which typically includes operational/safety inspections and oil changes.

Comes with the territory



As a Milton CAT customer, your productivity and your peace of mind are the focus of a team of trained and committed experts who understand the intricacies of your power equipment and are dedicated to supporting you.

Depending on your own, unique requirements, your CSA could be annual, semiannual, quarterly or monthly. Milton CAT CSAs are flexible and developed to fit your needs, but one thing never changes – they are always performed by our own in-house team of CAT experts, factory-trained and safety-certified.

How much? Your savings could range from hundreds to many thousands. That's right. Think of the disastrous consequences of a power outage without backup and calculate the expense of emergency service added to the financial ramifications of the outage. Suddenly, a planned preventive maintenance agreement becomes a cost-effective alternative.



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A Milton CAT CSA brings you peace of mind regarding these crucial concerns:

Scheduling. With a Milton CAT CSA, scheduling is not your concern any longer – we contact you directly when your maintenance is due and confirm a specific date and time for the work to be completed.

Parts. You know for sure that Milton CAT will have all the parts and consumables required to keep your generator up and in perfect shape; there's no waiting around hoping there's no power outage while your generator is down.

Expertise. Our technicians are trained to work on Caterpillar generators and ancillaries; that's their focus and their expertise. They will efficiently and safely perform all the required maintenance as well as provide a written report recommending any additional repairs that may be required.

Availability of rental equipment. In the event of unforeseen downtime or if your business requires additional back up power, whether in an emergency or scheduled event, we have the largest rental fleet in the Northeast.

Compliant waste disposal. Remaining in compliance with all applicable local, state and federal guidelines can be challenging and expensive. Milton CAT's Environmental Health & Safety Department ensures we are operating within all applicable regulations and have the necessary licenses and permits.

Financial stability. An established and successful company, Milton CAT is one of the top Caterpillar dealers, worldwide. We're here to stay – and to support you.

"Preventive Maintenance plays a crucial role maximizing reliability, minimizing repairs, and reducing long term costs. We have more than twenty units and Milton CAT CSAs provide preventive maintenance for all needed services on our generators from the quarterly inspections and oil change, the three year service, load bank testing, and 24/7 emergency response. With Milton CAT we have found the technicians are a dedicated team of experienced professionals with the ability to service all of our generators from a 250kW unit to the 2MW units. In our environment, generators have to be on continuous stand-by and must be able to run at full capacity in a matter of seconds. Milton CAT, with its response time and in stock OEM parts, is indispensable in keeping our units available when needed."



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Joe Fitzgerald

**Manager of Engineering Operations
CB Richard Ellis**

"A dedicated team of Milton CAT professionals is responsible for maintenance and preventative maintenance at my facility. Milton CAT's CSA program



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keeps my emergency back-up generators in

great condition, which helps prevent large unforeseen problems. The PMs help extend the useful life of my equipment and reduce the unplanned downtime of the equipment. Performing preventive maintenance is almost always the best long term strategy."

Richard Merlino

**Supervisor of Corporate Facilities
Administrative Services
Covidien LP**

Locations throughout the Northeast

Milford, MA 508-634-5559	Richmond, VT 802-434-4228	Syracuse, NY 315-476-9981
North Reading, MA 978-276-2400	Warner, NH 603-746-4671	Batavia, NY 585-815-6240
Wareham, MA 508-291-1200	Scarborough, ME 207-883-9586	Binghamton, NY 607-772-6500
Cranston, RI 401-946-6350	Brewer, ME 207-989-1890	Clifton Park, NY 518-877-8000

Milton CAT

www.miltoncat.com

Don't wait until you need your generator to find out that it needed maintenance. Talk to your Milton CAT Power Solutions Representative or email pscса@miltoncat.com.