

THE CUSTOMER SERVICE AGREEMENT

We strive to keep your Cat solution in the best condition at the lowest possible cost, without any concessions to engine reliability.

Optimized operation	Fixed prices	Increased uptime
Predictable costs	Guaranteed response times	Competitive prices
Minimized risk	High priority	Status reports

WHEN SIGNING A CUSTOMER SERVICE AGREEMENT - CSA:

Pon Power commits to a close collaboration with you as our customer. Our goal is to be your service partner where we help you reduce the risk of operating downtime and give you an overview of your engines' running costs.

WITH THE CSA YOU WILL BE GRANTED:

- Favorable discounts
- Guaranteed response times
- Free 24/7 emergency service, in case of engine downtime
 - Fixed contact people for different departments
 - Pon Power Technical Updates
 - Budget overview for 5 years
 - Service reports after each overhaul
- Access to app for registering running hours offline to the portal
- Access to the CSA portal (where info are gathered at the same place)
 - Quarterly Caterpillar Technical Engine Newsletters
 - Access to Scope of work lists for all planned overhauls
- Planning overview for 5 years ahead based on Pon Power's recommendations

CONTACT THE CSA TEAM:

E-mail: powercsa@pon-cat.com
Phone: +47 23 17 05 00



For several years, we have developed a recommended scope of work for each engine type, based on Caterpillar's recommendations, Pon Power's experience and our Customer's demands.

Extra favorable discounts on CSA overhauls.

**For other purchases:
The more you buy – the higher discount**

Our CSA customers also have access to the CSA power portal. Here you could for example register running hours, see your overhaul, budgeting plan and download your service reports.

The portal is the perfect tool for having full overview!

24/7/365
Emergency Service: +47 815 30 300 *

*Free of charge when issue is related to downtime for our CSA customers