



CavotecCare
Service Agreements

Cavotec wants to contribute to a future world that is cleaner, safer and more efficient by providing innovative connection solutions for ships, aircraft and mobile equipment today.

Cavotec helps customers to extend the availability of their assets and reduce operating costs. Sharing our expertise with clients is a key element of our long-term partnership.

Cavotec supports customers around the world with long-term service agreements that include:

- *inspection, training and preventive maintenance*
- *critical and maintenance spare parts*
- *repair and replacement*
- *equipment renovation and upgrade*



Four service level agreements

Total CavotecCare

With Total CavotecCare, you have a dedicated Cavotec expert on-site to maximize asset availability and minimize operational risk.

CavotecCare

Our CavotecCare service provides operators with an annual equipment assessment to plan for or anticipate future maintenance requirements.

CavotecCare Enhanced

In addition to the benefits of our CavotecCare plan, CavotecCare Enhanced gives operators priority access to Cavotec experts in the event of breakdown, thereby minimizing downtime.

CavotecCare EnhancedPlus

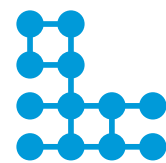
CavotecCare EnhancedPlus is a comprehensive maintenance scheme that includes consumables to maximize asset availability.



75
SERVICE EXPERTS
available



80+
COUNTRIES
served



24,000
INSTALLATIONS
worldwide

	CavotecCare	CavotecCare Enhanced	CavotecCare EnhancedPlus	Total CavotecCare
Engineering support via email	✓	✓	✓	✓
Recommendations on system improvements or upgrades	✓	✓	✓	✓
Engineering support via remote access*	✓	✓	✓	✓
Annual site visit by Cavotec expert	✓	✓		
Priority expert visit in case of breakdown		✓	✓	✓
Minor software updates		✓	✓	✓
Preventive maintenance as per operations and maintenance manual (O&M)			✓	✓
Consumables included			✓	✓
Spare parts available at agreed lead times			✓	✓
Cavotec expert on-site				✓
Inventory management				✓
Corrective maintenance				✓
Root cause analysis				✓
Monthly reporting				✓
Training				✓

*where remote access/internet is available

Service agreement references



CavotecCare Enhanced provides **port operators** RTG and ASC software upgrades to increase productivity and efficiency.



CavotecCare EnhancedPlus supports **mining operators** and **industry OEMs** with a spare part procurement scheme, reducing their cost of ownership.



Total CavotecCare provides **airports** with embedded maintenance teams to maximize the availability of converters, Pre-Conditioned Air (PCA) systems, and other Ground Support Equipment (GSE).



Total CavotecCare provides on-site teams to ensure continuous operation of MoorMaster™ automated mooring units in severe environmental conditions.

We are present in:

Australia	Germany	New Zealand	Switzerland
China	Hong Kong	Norway	Turkey
Denmark	India	Singapore	UAE
Finland	Italy	Spain	UK
France	The Netherlands	Sweden	USA



cavotec.com

Disclaimer: specifications are subject to change without notice.