



# CAROLINA CAT POWER SYSTEMS SUPPORT SOLUTIONS



**Carolina**  
Power Systems

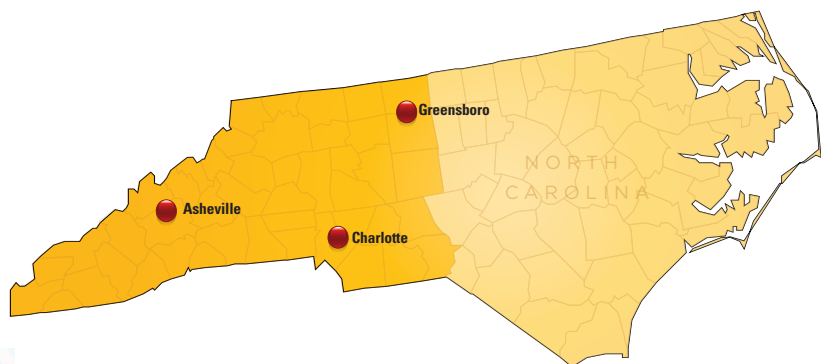


**CAROLINACAT.COM | 800-277-6010**

# DARE TO COMPARE

SUPPORTING OUR CUSTOMERS

24 HOURS A DAY, 7 DAYS A WEEK, 365 DAYS A YEAR



**3 LOCATIONS**  
THROUGHOUT WESTERN  
NORTH CAROLINA

**30+ TECHNICIANS**  
VERSED IN ALL  
MANUFACTURERS  
EQUIPMENT

**98%** PARTS  
AVAILABILITY  
IN 24 HOURS

**OVER 60**  
PARTS DROP LOCATIONS



**EXCELLENT  
SAFETY RECORD**

**8** PRODUCT SUPPORT REPS

**80** MINIMUM HOURS TECHNICAL  
TRAINING ANNUALLY



**1.4 MILLION**  
CAT® PARTS AT YOUR FINGERTIPS



**PARTS.CAT.COM**

With over 1.4 million genuine Cat® parts available 24 hours a day, 7 days a week, Parts.Cat.Com is the fastest easiest and most reliable place to get parts, so you can get back to work.

- » *Reduced Equipment Downtime*
- » *Order Anywhere*
- » *Get The Right Part For The Right Job*

Register online today to locate and purchase genuine Cat parts. Anytime. Anywhere. **PARTS.CAT.COM**







CALL **704-533-9730** FOR 24/7/365  
EMERGENCY CUSTOMER SUPPORT

# SERVICE CAPABILITIES

## PROMPT AND DEPENDABLE SERVICE



## SERVICE OPTIONS: WHAT YOU NEED TO KNOW

- 
**+ CAT Connect:** Get access to real-time information regarding what's happening inside your generators.
- 
**+ Customer Value Agreements:** A custom-tailored CVA is a valuable planning tool that can increase power generation equipment productivity and reduce your long-term operating costs.
- 
**+ Remote Monitoring:** EMServices will help you monitor equipment location, fuel burn and utilization via access to Cat ProductLink™.
- 
**+ Fluid Analysis:** Our fluid-analysis program provides comprehensive fluid and oil sampling, testing and analysis services to ensure the health of all vital machine fluids plus detect failures before they occur.



**+ Hose Shop:** Our fully equipped hose shop makes cooling system and air hoses and battery cable repair a fast, convenient and easy process.



**+ Preventive Maintenance:** Count on us for timely preventive maintenance that can keep your costs down by reducing the likelihood of expensive repair issues down the road.



**+ Rebuilds:** A well-executed generator rebuild is a cost-effective way to give your power generation equipment a second life at a fraction of the cost of new equipment.



**+ Warranty:** Our warranty options include the standard six-month Cat® warranty on parts and labor, as well as a host of protection plans for new, used and remanufactured Cat equipment.



**+ Automatic Transfer Switch Maintenance:** This service can include verifying transfer switch, control reliability, contactor lubrication and calibration. This will achieve peak performance with preventive maintenance through cleaning and safety inspection.



**+ Load Bank Testing:** Carolina CAT offers resistive and reactive direct current load banks from 20 to 5000 kW. Regular load banking testing of your generator ensures you will have backup power when you need it during outages and emergencies. Our products are portable and self-contained for easy on-site testing of your backup power generator.



**+ Fuel Polishing:** In both standby and prime power applications diesel fuel in storage can develop sludge, sediment, water, bacteria and algae. Our dedicated technicians will take your fuel from unusable to like new condition to prevent failures, damages, downtime and unnecessary expenses.



**+ Emissions Testing:** DOC (diesel oxidation catalyst) Emissions testing to ensure engines are operating within the specifications of the RICE NESHAP 40 CFR part 63 ZZZZ standards (Stationary Reciprocating Internal Combustion Engines National Emission Standard for Hazardous Air Pollutants) by following the ASTM D 6522-00 standard protocol. State of the art Carbon Monoxide analyzing equipment and reports generated and sent to customer for submission to EPA.

**24/7 EMERGENCY CUSTOMER SUPPORT - CALL 704-533-9730**

# REPAIR OPTIONS

EXTEND LIFE AND MAXIMIZE VALUE



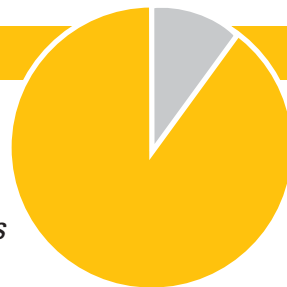
## With Repair Options & Maintenance tailored to your needs.

We want to help you find the best ways to reduce your cost of ownership. Every repair situation has its own unique set of circumstances. That's why we think it's so important to have a range of options that are flexible enough to deliver exactly what you need, when you need it.

We'll work with you – combining your experience with ours. We'll compare it to data from thousands of Cat® generators and have our highly-trained technicians make recommendations. That way, you'll have all the information you need to make decisions with confidence.

### WHY REPAIR BEFORE FAILURE?

- » Maximize parts reuse
- » Failure costs more – 2 times or more
- » High risk of contingent damage to other parts
- » 90% of failures are preventable



10% Not Preventable  
90% Preventable

CAROLINACAT.COM

## CUSTOMER VALUE AGREEMENTS (CVA) PREVENTIVE MAINTENANCE

A Customer Value Agreement is an arrangement between you and Carolina CAT that helps you lower your cost per unit of production. Agreements are tailored to fit your business needs and can range from simple Preventive Maintenance Kits to sophisticated Total Cost Performance Guarantees. CVA's can be designed for any size or age power generation unit. No matter which option you choose, you can be assured that Carolina CAT will provide you with careful planning and ongoing attention that will help you succeed.

### Preventive Maintenance (PM) Agreement

- » Written reports and analysis provide additional indicators that should be addressed to prevent costly repairs.
- » S-O-S<sup>SM</sup> fluid analysis maximizes equipment life by identifying potential concerns and abnormal wear.

### Total Maintenance & Repair (TM&R) Agreements

- » All maintenance and repair for a pre-set price, for a specified period of time.
- » Repair management and planned component replacement are important elements of this option.

### Customized Agreements

- » A wide variety of options are available to ensure you receive the right CVA for your business needs.
- » Tailored to your sites and designed to keep you up and running.

# PREVENTIVE MAINTENANCE SERVICES



Carolina CAT is fully equipped to provide preventative maintenance for generators, switchgear, transfer switches, air compressors and other equipment. Our services include:

## FLUID SAMPLING AND ANALYSIS »

Regular fluid sampling and analysis involves tracking the presence of trace elements in your oil and fuel. In doing so, we can detect contamination and predict when certain wearable components are due for replacement.

## THERMOGRAPHY »

Thermal imaging provides an inside look at your generators and other mechanical and electrical equipment. It is fast, nondestructive and requires a minimal amount of downtime. Our technicians use thermography to diagnose problems and perform routine health checkups on critical system components.

## VIBRATION ANALYSIS »

Any equipment with a power-drive system is subject to vibrations. How a generator or air conditioner responds to continued vibrational exposure is indicative of its ability to perform reliably over the long term. Vibration analysis is a useful tool for identifying concerns early and avoiding unanticipated downtime.



## REMOTE MONITORING »

Remote monitoring is a simple, cost-effective way of monitoring equipment performance over time. Our technicians can set up a program that tracks fuel use, energy output and other key metrics, providing you with monthly performance reports and other useful data. By establishing a productivity baseline and monitoring trends over time, you'll gain insights that can help you get the most out of your power generation system.

## ELECTRICAL REPAIRS AND MAINTENANCE »

Electrical equipment such as switchgear and transfer switches have unique maintenance needs that require specialized training to address. Our team includes professionals who are fully qualified to perform all necessary service.

**Whatever preventative services you require, we'll work around your schedule to minimize disruption while following all manufacturers' guidelines.**





## CAROLINA CAT POWER SYSTEMS RENTAL

Call Carolina CAT at **800-277-6010**  
for all your power generation,  
compressed air, and temperature  
control rental needs.

### Generators

We can supply all of your power needs for the job site, emergency, temporary, back up power, and more. We offer generator rental whether you need 30 kW of power or 2,000, we can match you with the right equipment.

### Air Compressors

Our electric compressors range in size from 40 to 400 horsepower. Oil-free models are also electric powered and rated between 100 and 400 horsepower. Our diesel compressors range from 400 cfm to 1800 cfm and 100 psi to 500 psi.

### Temperature Control

We can supply your temperature control needs for the job site, emergency, temporary and more. We offer air conditioners, heaters, water chillers, and many other temperature control services.

### Ancillary Equipment

The Carolina CAT rental inventory includes an extensive selection of ancillary power equipment and related items. Whether you are renting a single cable or looking for a comprehensive power solution for your operation, our accessories and ancillary equipment can be counted on for reliable performance for as long as you need them.

# SUPERIOR PARTS & SERVICE

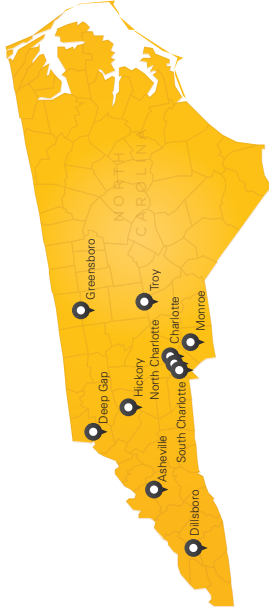
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**Carolina**



P.O. Box 1095  
Charlotte, NC 28201

ADDRESS SERVICE REQUESTED



- |  |                                       |
|--|---------------------------------------|
| <b>Asheville, NC</b><br>828-251-2500       | <b>Greensboro, NC</b><br>336-294-5240 |
| <b>Charlotte, NC</b><br>704-596-6700       | <b>Hickory, NC</b><br>828-464-7045    |
| <b>South Charlotte, NC</b><br>704-401-5635 | <b>Monroe, NC</b><br>704-292-1555     |
| <b>Deep Gap, NC</b><br>828-268-9992        | <b>Troy, NC</b><br>910-572-1296       |

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