

## Remote Service Support for Caterpillar Equipment

For a contractor it is essentially to have his equipment running. Especially when various machines depend from each other or many workers are waiting for machines coming back to work. Long waiting for service personnel costs money and reputation.

### Your Caterpillar Dealer is too far or too slow? Call Mevas for support

Experienced technicians with a CAT background are ready for support. We have developed a strategy to help customers in remote areas to get help with troubleshooting on machines which are not working or working with insufficient performance.

### How does it work?

On request we send you a form with questionnaires' about machine failures. To prepare a help-session we would send you a document with several questions to describe the problem and what your service staff tried so far to solve the problem.

We will send you a proposal for a telephone meeting with our technician. We will send you a quotation for first-aid and a follow-up on-the-phone meeting. After you have paid the service-support-fee a phone connection would be established.

### What do you need for it?

Most reasonable and cheapest way to work with our technician is a stable Internet connection for a Whatsapp-Video-Call or a Skype call. If there is no Internet we can establish a mobile phone connection for additional cost. The technician needs to speak reasonable English and must have a good understanding of the related Caterpillar machine.

### How much does it cost?

The initial service session would cost 300 Euro and would include up to 3 calls for a maximum of two hours. If our engineer is unable to suggest a solution of the problem because he has not enough knowledge we would credit the amount for a future service session. If more time than two hours is required because the problem is complicated to solve or because you need to order parts each following service hour would cost 119 Euro.

### Why choosing Mevas for it?

We have experienced German CAT engineers working for us for several years. Our technicians have a deep knowledge about equipment from all ages. If you need service for an old CAT 225D or for a 988K, we can most probably help.

Call +49 35206 39150 or email us at [mevas@mevas.eu](mailto:mevas@mevas.eu) for a service offer.

