

GLOBAL CONCIERGE SERVICE

Premier Service for Cat® Powered Riviera Yachts!



Cat Concierge Advantages

Exclusive Customer Care

- New Cat® powered Riviera yachts come with elite Cat Concierge Service

24/7 Global Access

- 24/7 access to marine engine professionals
- Prompt resolution of concerns
- Prompt scheduling of service
- Trained technicians from the Cat dealer network perform service

Guaranteed Satisfaction & Feedback

- Feedback provided to you throughout completion of service work
- Follow-up to ensure your complete satisfaction

Free First Owner Sea Trial

- Delivery sea trial from local dealer



You will receive the Concierge card with your engine serial numbers and the regional contact for the Concierge.



Exclusive Customer Care

As the owner of a new Riviera yacht powered by Cat engines, you are eligible for the exclusive Global Concierge Service. Trusted marine professionals are available to you at any time and in any location for inquiries, administration, maintenance, or repairs. With only one call you can receive technical assistance for any issue, large or small.

Our marine engine professionals are available to assist you with prompt resolution of all your engine concerns by scheduling service conveniently and promptly, managing the repair and providing feedback to keep you informed on the status of the service. Trained technicians from the Cat dealer network will perform all service. The Concierge professionals will follow up after the service to ensure you are satisfied.

The Concierge marine professionals can also assist you with other available services and opportunities.

Global Concierge Service

This exclusive Concierge Service is available for your new Riviera yacht for up to 10 years.

Yachts smaller than 80 ft (24 m) have complimentary Global Concierge Service for the first five years. The service can be extended at no additional cost for the second five years by purchasing Advantage Extended Service Coverage.

Yachts 80 ft (24 m) and larger have complimentary Global Concierge Service for ten years.

If you sell your yacht within the service period, Global Concierge Service is transferrable to the new owner.

Free First Owner Sea Trial

Within 30 days of taking delivery of your new Riviera yacht, contact the Concierge to arrange a free sea trial and engine orientation service with your local dealer. For each engine, you will receive 2.5 hours of free engine inspections, performance testing, and operational instruction. That is a total of five hours with an authorized Cat technician per pair of engines.



GLOBAL CONCIERGE SERVICE

**Anywhere.
Anytime.**

At any location or at any time, you can call the Concierge for assistance and management of your service needs. The Concierge will contact the Cat dealer to perform the needed service in a timely manner. The Concierge will keep you informed prior to the technician's arrival and during the repair, and will contact you after the repair is completed to ensure your satisfaction.

Additional Services Available

TEAM (Technical Engine Application & Maintenance) Training

For a more in-depth understanding of your engines and how they perform, you can enroll in an instructor-led, three-day, hands-on training to learn more about the operation, maintenance, and efficient use of your engines. This class, specifically designed for owners and crew of Cat powered vessels, is held in Miami Lakes, Florida. Contact your Concierge to enroll.

Preventative Maintenance Agreement (PMA)

Enjoy worry-free operation of your Cat engines with Preventative Maintenance Agreements. With fixed upfront costs the maintenance provided through the Cat PMA prevents unbudgeted repair costs and keeps your engines running at maximum performance. Service work can be completed by any Cat dealer or Cat authorized marine dealer worldwide. PMAs are fully transferable and provide a documented maintenance history to ensure your engines maintain maximum resale value. Ask the Concierge or your Cat dealer to arrange a PMA that is specific to your engines' maintenance requirements.

Extended Service Coverage (ESC)

Protect the most expensive component of your vessel for up to ten years with a platinum insurance policy against unforeseen issues. Have the peace of mind that your asset will be taken care of by the Caterpillar world class, industry certified, global dealer network using genuine parts and qualified specialists. Extended Service Coverage can cover new, used and overhauled engines, and policies are fully transferable to new owners.

***gplink* Remote Monitoring**

gplink protects your yacht while you are aboard or away by monitoring engines and onboard critical systems including bilge levels, fire alarms, low batteries, power interruption, and engine diagnostic codes – all while tracking the precise location of your boat anywhere in the world.

Ask your Global Concierge about these products and services.