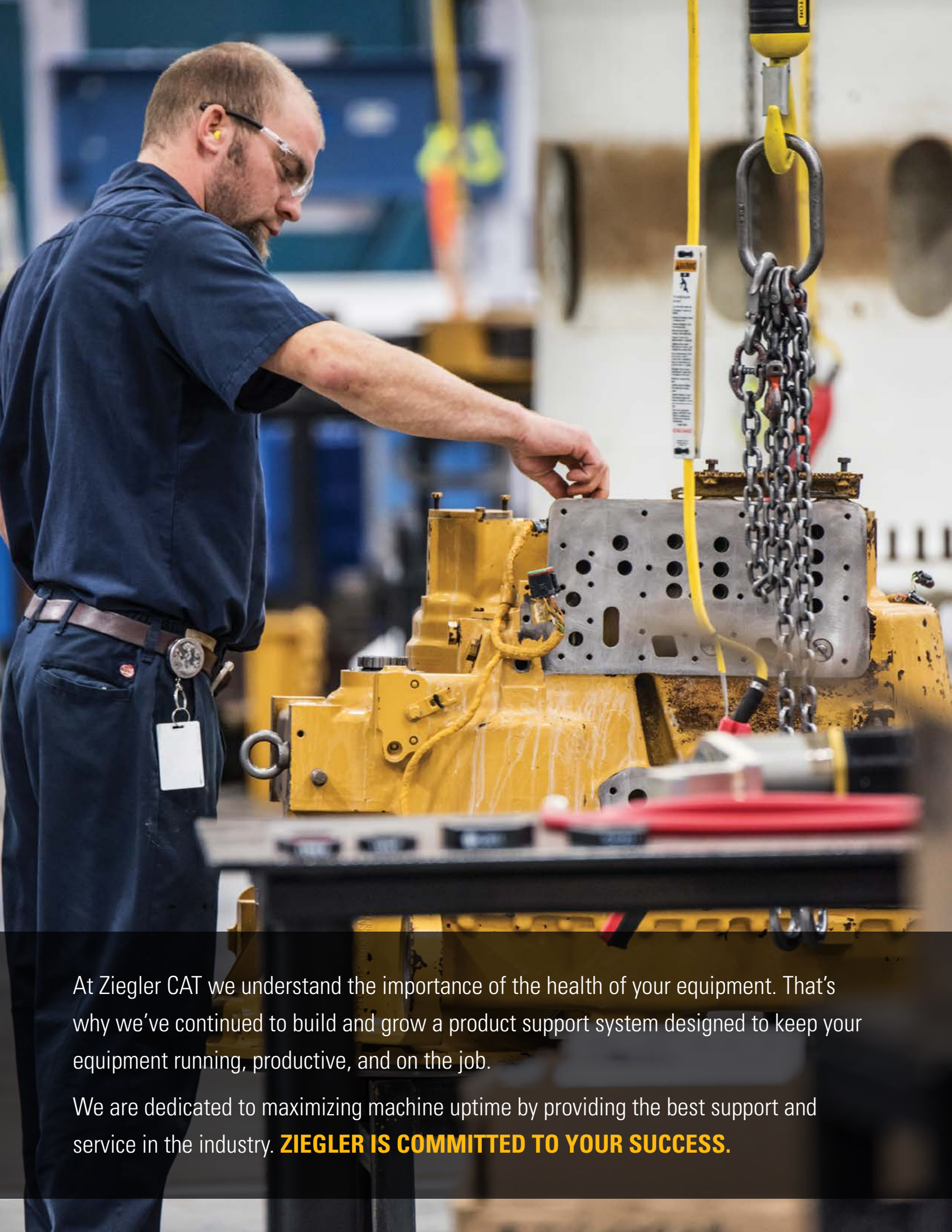




UNMATCHED PRODUCT SUPPORT

ZIEGLER **CAT**



At Ziegler CAT we understand the importance of the health of your equipment. That's why we've continued to build and grow a product support system designed to keep your equipment running, productive, and on the job.

We are dedicated to maximizing machine uptime by providing the best support and service in the industry. **ZIEGLER IS COMMITTED TO YOUR SUCCESS.**



2 | PARTS

- 2 Ordering
- 3 Exchange Components



4 | SERVICE

- 4 Technicians
- 6 Specialized Services
- 8 Rebuilds
- 10 Repair Options
- 11 Field Service



12 | TECHNOLOGY AND MAINTENANCE

- 13 Technology
 - Cat Connect
 - Equipment Management Services
 - Product Link™ and VisionLink®
- 14 Preventive Maintenance
 - Fluid Analysis
 - Technical Analysis Inspections
- 15 Support Agreements
 - Preventive Maintenance Plans
 - TM&R Agreements



16 | RESOURCES

- 16 Support Team
 - Customer Support Representatives
 - Technical Support Center
- 17 Training

PARTS

ONLINE, IN STORE, OR A DROP BOX AWAY



We carry genuine Cat® parts that are highly engineered to perform for your specific machine, in addition to exchanged, remanufactured, and used parts. We have everything from individual parts like batteries, fluids, and filters to complete components like engines and transmissions. We have what you need and we'll get it to you — fast!



SHUTTLE MILES
driven every night

to more than **110** drop locations in **4** states.



Three easy ways to order:



ONLINE

Visit **parts.cat.com** for real-time parts pricing and availability. Search by part number, keyword, model, system, or component.



BY PHONE

Call your nearest Ziegler location, or if you have your part number, call our Parts Express hotline:

800.422.4218 Minnesota

800.752.0856 Iowa



IN PERSON

Visit one of our **22 locations**. One of our knowledgeable parts professionals will help you find what you need and get it in your hands.



441,000+

part line items in stock

280+

Ziegler parts professionals
on staff

97.3%

of parts orders filled within
24 hours

Exchange Components

BETTER PARTS, FAST FULFILLMENT

Ziegler CAT offers exchange components ready for sale and immediate installation. Each component is rebuilt in our specialized shops or remanufactured by Cat and carries the same warranties as new parts. Exchange components are a cost-effective alternative to new parts, and minimize repair time while maximizing machine availability.

Exchange component inventory:

- Torque converters
- Transmissions
- Engines
- Hydraulic cylinders and pumps
- And more

SERVICE



SUPPORT YOU CAN COUNT ON

Whether you need a basic repair or a complete engine rebuild, Ziegler adheres to the highest quality standards, with rapid turnaround and competitive pricing. In fact, we're so confident in our repairs that we back them with a Ziegler warranty.

Ziegler-certified technicians are highly trained to repair, recondition, and service machines and components. Our techs are equipped to get the job done right with the latest diagnostic equipment and tooling. We offer complete service with more than 800 specially trained professionals and nearly 300 service bays. Our specialized repair shops give us what it takes to recondition, rebuild, and restore your equipment to like-new performance and appearance.



www.zieglercat.com/service







Specialized Services

KEEP YOU RUNNING STRONG

We're committed to providing superior service. Our specialized shops are equipped with state-of-the-art diagnostic tools to troubleshoot and repair your equipment, providing you with the best quality and service. From welding to complete rebuilds, we'll work to perform cost-efficient service to get your machines back on the job. Contact your local Ziegler CAT location to find out how we can best meet your needs.



See our specialized shops in action at

www.zieglercat.com/shops



MAJOR COMPONENTS

Ziegler technicians offer expert engine repair and reconditioning, transmission services, and electrical and fuel systems services. We provide extensive testing services to ensure complete break-in, guaranteed rated horsepower, and performance.

Components and systems serviced include:

- Engines
- Cylinder blocks and heads
- Fuel systems, turbo chargers, and oil pumps
- Starters and alternators
- Transmissions and torque converters
- Final drives, swing drives, and gear boxes
- Gear groups and axles
- Brakes
- Hydraulic motors
- Reaction arms



HYDRAULIC AND MACHINING

Ziegler CAT offers the industry's most advanced hydraulic and machining repair, design, and fabrication.

Hydraulic capabilities:

- Custom Hydraulic Service (CHS)
- Hose fabrication
- Full production hone — up to 40" diameter
- New cylinder fabrication
- Rod rechroming/valve spools
- Oversized cylinders

Machining capabilities:

- Vertical boring up to 60" diameter
- Horizontal boring mill
- Metal spray shafts
- Fabrication or rechrome of pins
- Re-grooving pulleys
- Line boring
- Component salvage



UNDERCARRIAGE

We carry a complete inventory of undercarriage components, from individual parts to entire track groups, and have the technical experience and expertise to return your undercarriage to maximum performance.

Our undercarriage shop offers:

- Complete rebuild service
- On-site repairs
- Complete inventory of genuine Cat components
- Service for any make and model



WELDING AND FABRICATION

Ziegler CAT provides one-stop-shop welding and fabrication services, including in-house engineering and design assistance, and an extensive material inventory.

Our welding and custom fabrication shop rebuilds and repairs all:

- Conventional and specialty buckets, G.E.T., booms, sticks, guarding packages, scraper wear kits, and motor grader circles
- Blades, roller frames, undercarriage rollers and idlers, track assemblies, track shoes, and bushings
- Abrasive-resistant material (carbide applications)



TRUCK SERVICE

When it comes to truck repair, Ziegler does it all — and we work on all makes of trucks. Whether you need preventive maintenance or you are experiencing a problem while on the road, Ziegler CAT has 18 truck shops ready to serve you.

Truck service capabilities:

- Clutches
- Brakes
- Radiators
- Alignments
- Transmissions
- Cat engines
- Air conditioning
- DOT inspections

Rebuilds

MAXIMIZING YOUR INVESTMENT

A Cat machine is the best investment in productivity that you can make, and a Ziegler CAT Certified Rebuild allows you to extend that investment. While most competitors' models require replacing, Cat equipment can be rebuilt to deliver a cost-effective option at a fraction of the cost of buying new.

The extensive Certified Rebuild program incorporates the very latest critical engineering updates into a full realization of a second life for your machine. Whether you need a major component rebuild or a complete machine rebuild, Ziegler has the program that's right for you.



www.zieglercat.com/rebuilds





CERTIFIED CAT REBUILD

Get the most value out of your machine: Recover all of the performance and productivity of your original machine while benefiting from engineering updates.



CERTIFIED POWERTRAIN REBUILD

Renew the performance and productivity of your machine: Rebuild the heart of your machine — its powertrain — and greatly extend the life of your equipment.



CERTIFIED HYDRAULIC REBUILD

Benefit from restoration of hydraulic systems: Renew performance with a rebuild focused on your hydraulic and hydrostatic systems or components.



CERTIFIED MACHINE COMPONENT REBUILD

Restore the life of your components: Restore your engine, transmission, torque converter, axle assemblies, or final drives to get the most out of your machine.



CERTIFIED ENGINE REBUILD

Rebuild your engine and recover its value: Rebuilding your Cat engine maximizes your original investment in Cat durability, dependability, and performance.





Repair Options

FULL RANGE OF OPTIONS

Repair options are designed to provide longer life and maximize the value of your equipment. Whenever you need a repair, Ziegler CAT looks at the key factors driving it. Ziegler CAT offers a full range of repair solutions that are designed to fit your machine application and budget. With our detailed recommendations and quotes, you know all the options and you make the call.

- » **Broad range of repair options**
- » **Expert advice and repair**
- » **Timely quote and service**



Field Service

HERE TO KEEP YOU UP AND RUNNING

When you need service in the field, emergency or not, Ziegler will promptly dispatch a knowledgeable field service technician to your jobsite. Our technicians arrive equipped with the latest diagnostics, tools, and technology ready to get complete on-site maintenance and repairs done quickly and efficiently. Our field service team is here to keep you on the job and out of the shop.

To help maintain proper maintenance and reduce repair costs, Ziegler CAT also has Mobile Lube Service trucks fully equipped to handle all your lube requirements.

Call your local Ziegler CAT Service Department for additional information.



290

Cat-certified field
service technicians



304

fully equipped
service trucks



16

lube trucks



8

lube trailers



4

weld trucks

— TECHNOLOGY AND MAINTENANCE — GREATER VISIBILITY FOR MACHINE HEALTH



Ziegler Connected Assets — including technology, preventive maintenance, and support agreements — are designed to streamline the upkeep of your fleet. Combining world-class service and technology, we provide tools and advice to help you decrease downtime and increase efficiency and productivity.



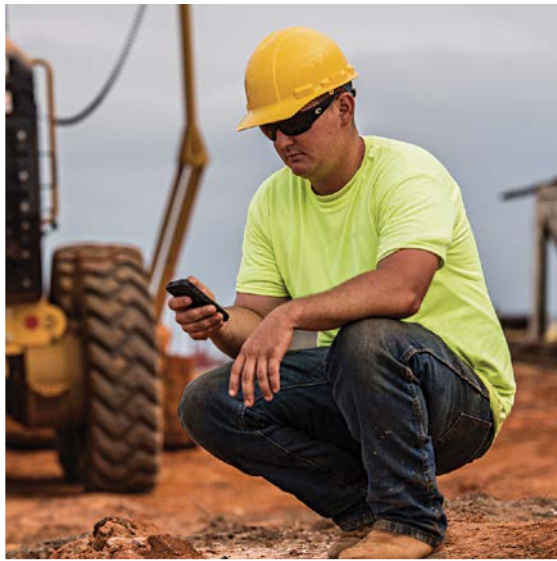


Technology

LEVERAGE YOUR DATA

CAT CONNECT

Whether you're looking to draw more insights from your asset data, run a more productive jobsite, or transform your safety culture, Ziegler can help — with information, advice, and partnership to tackle your biggest challenges. From fleet monitoring and management, to production and compaction measurement, to operator guidance and awareness, Cat Connect technology helps operations of all sizes and types work more efficiently, profitably, and safely.



EQUIPMENT MANAGEMENT SERVICES

Equipment Management Services help you stay on top of equipment monitoring, maintenance, and repairs — freeing up your internal resources for other jobs. By working with Ziegler CAT, you can better understand performance benchmarks, identify areas for improvement, and keep every asset operating at the highest level.



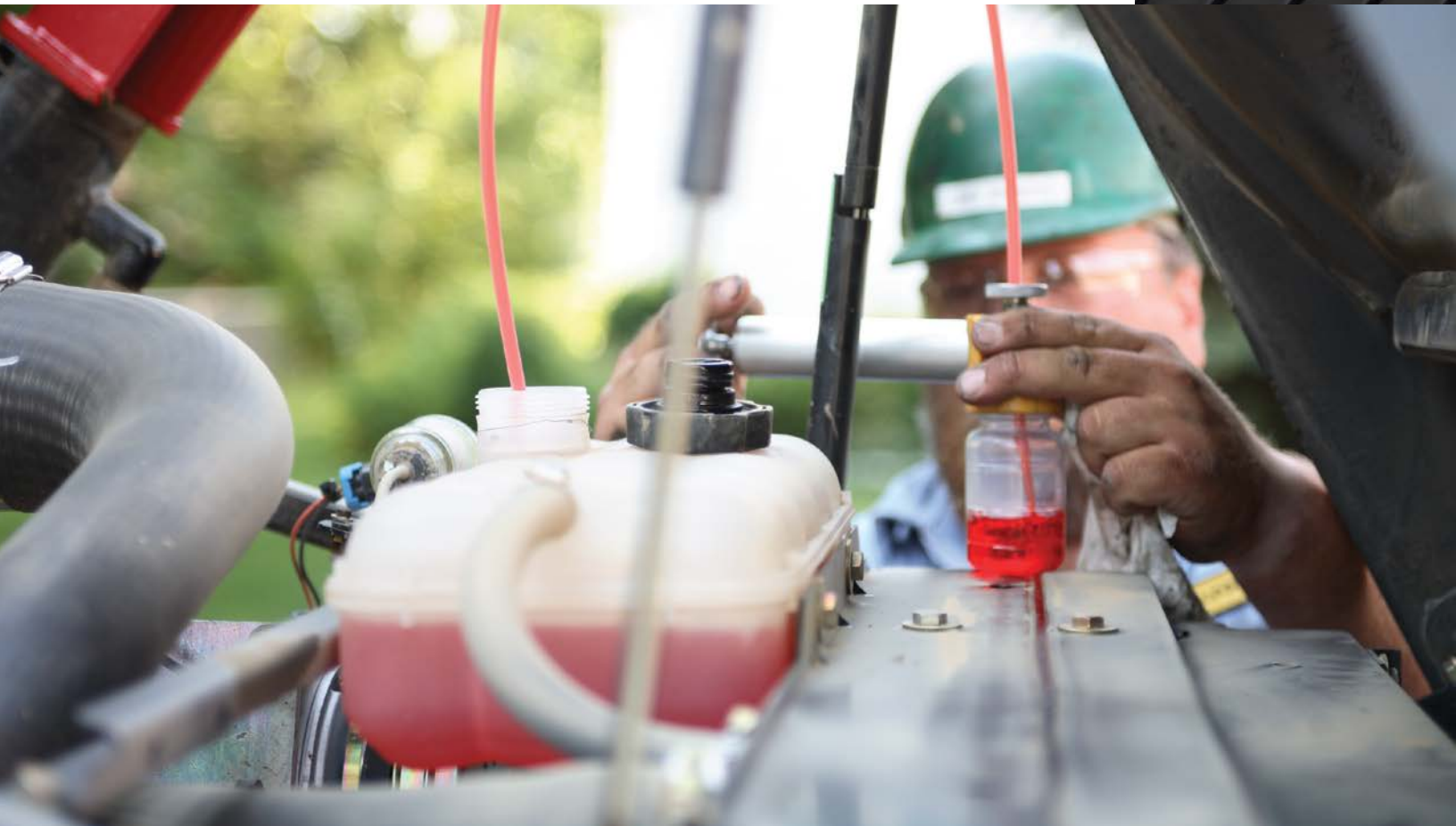
PRODUCT LINK AND VISIONLINK

Product Link™ redefines fleet management effectiveness. Product Link is a remote monitoring solution that enables efficient and effective fleet management for your construction equipment. With Product Link, you receive timely and useful information about your equipment's performance before small problems become larger, more expensive issues.

VisionLink® Unified Suite is the easy-to-use web-based interface for Product Link. With VisionLink, you will receive customized health and utilization reports along with access to enhanced mapping and mixed-fleet capabilities. Other features include: creating boundaries and alerts for equipment location, performance updates, and comparison reports to evaluate working time versus idle time for improved efficiency.

Preventive Maintenance

PROACTIVE STEPS HELP AVOID DOWNTIME



FLUID ANALYSIS

Fluid Analysis identifies small concerns before they become big problems. Samples from the engine, transmission, drive train, and hydraulic fluid compartments are analyzed to monitor internal wear, oil condition, and contamination.

Service includes:

- Oil analysis
- Filter debris analysis
- Coolant analysis
- Fuel analysis

TECHNICAL ANALYSIS INSPECTIONS

Ziegler CAT technicians perform Technical Analysis (TA) inspections for an in-depth assessment of the condition of equipment and components. Using advanced diagnostic instruments, we provide a detailed report that highlights any problem areas and recommends repair options.

Ziegler CAT lab technicians analyze more than
135,000 fluid samples each year.

Support Agreements

SIMPLIFY YOUR FLEET MANAGEMENT



PREVENTIVE MAINTENANCE PLANS

Cat machines are designed and built to last. But even the best-built machines in the industry need proper preventive maintenance to remain productive and reach their maximum working life. At Ziegler CAT, we can help you protect your equipment investment with a full menu of maintenance plans that can be customized to fit your individual needs.

Maintenance Plan benefits:

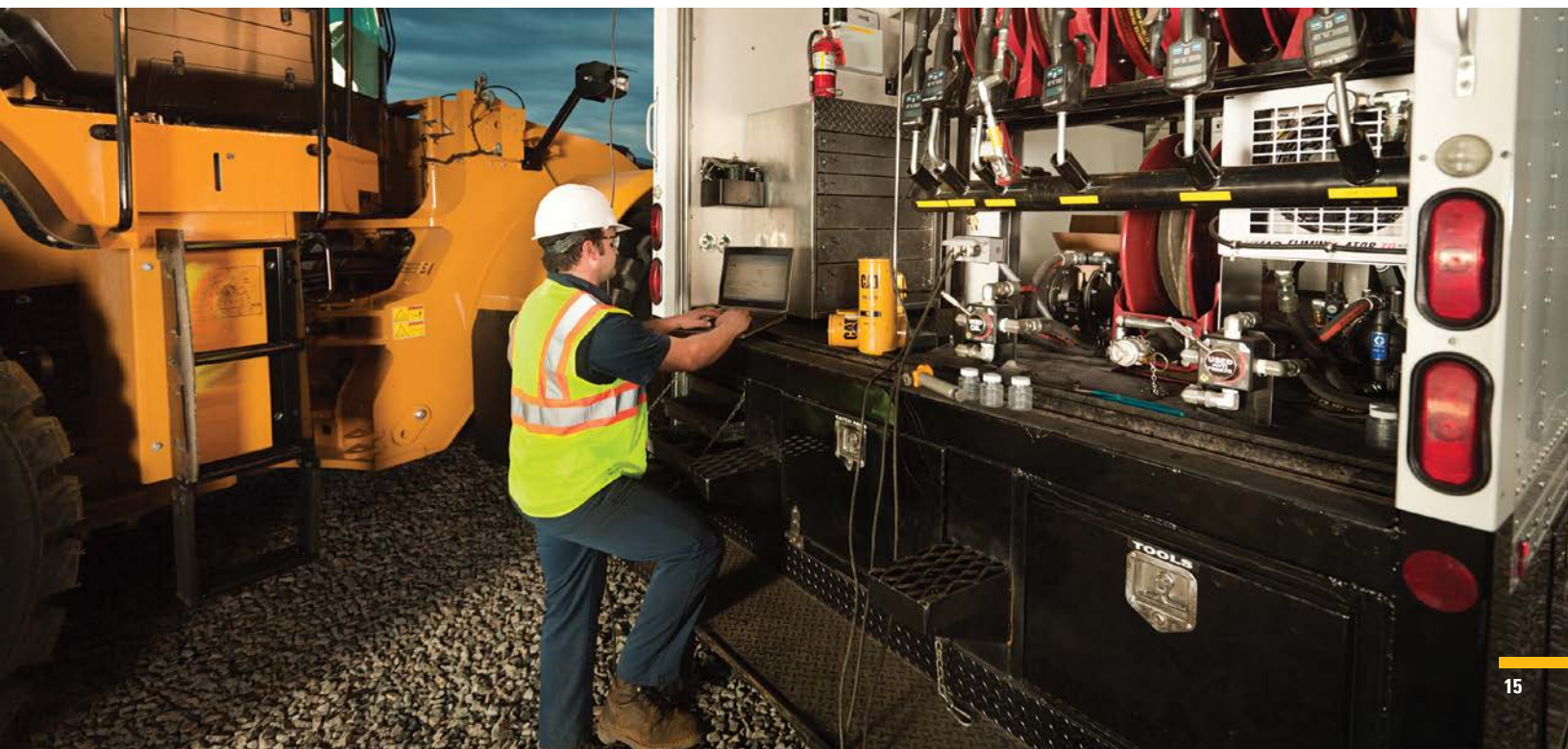
- Reduced likelihood of equipment failure
- Maintenance performed at proper intervals
- Improved quality of maintenance records
- Detection of minor issues before they turn into major failures
- Helps you plan and budget for maintenance

TOTAL MAINTENANCE & REPAIR AGREEMENTS

A Total Maintenance and Repair (TM&R) Agreement is a written contract covering the maintenance and repair costs for your Cat equipment for a specified period of time. So instead of paying for maintenance or repairs as they occur, you pay one flat rate to cover all aspects of parts and service. With a TM&R Agreement, you won't have to worry about maintenance intervals or paying for repairs. It's the ultimate cost-management tool for all types of Cat equipment.

TM&R Agreement benefits:

- Simplified, fixed pricing
- Maximum machine availability
- Expert service by highly trained technicians using genuine Cat parts
- Freedom to concentrate on other aspects of your business
- Increased resale value



RESOURCES



WE'RE HERE FOR YOU

Our knowledge is yours. Access to expert technical information, as well as operator, technician, and safety training, is just a phone call away.

Support Team

ANSWERS AT YOUR FINGERTIPS

CUSTOMER SUPPORT REPRESENTATIVES

Ziegler has an experienced team of customer support representatives dedicated to helping you with proper equipment maintenance, repair and rebuild options, and other Ziegler product support programs. They help ensure that you minimize downtime and maximize uptime.

TECHNICAL SUPPORT CENTER

The Ziegler Technical Support team is ready to answer any equipment questions you have: call **800.452.8303**. Our experienced professionals are prepared to help you with:

- Repair/rebuild procedures and torque specs
- Troubleshooting, diagnostics, and calibrations
- Machine dimensions and weights
- Maintenance procedures
- Machine systems operation



Contact Technical Support by calling
800.452.8303



Training

VALUABLE EDUCATION FOR YOUR TEAM



Learn more and register for courses at:

www.zieglercat.com/training

OPERATOR TRAINING

Ziegler CAT demonstrator-operators are highly trained and prepared to start your operators off on the right track. By request, they will provide hands-on and classroom training on the proper operation and maintenance of the equipment when it is delivered.

TECHNICIAN TRAINING

The same Ziegler CAT instructors who keep our technicians up-to-date and expertly trained on new equipment maintenance and repair procedures can conduct training for your technicians, tailored to your needs. Either classroom or field training can help keep your team current on maintenance and repair techniques and procedures.

SAFETY TRAINING

Safely home. Everyone. Every day.™ This is Caterpillar's safety vision — and ours. Together, our commitment to safety includes solutions for the jobsite and resources to elevate your workplace. Caterpillar Safety Services offers online and instructor-led training on equipment safety, leadership development, skills training, and process improvement tools.

TECHNOLOGY TRAINING

Ziegler offers courses online, in the classroom, and in the field to help give you a thorough understanding of the technology used in your equipment. Courses range from GPS basics to advanced field training.



22 LOCATIONS TO SERVE YOU

MINNESOTA

Bemidji, MN

5426 Highway 71 N
218.751.1033

Brainerd, MN

3311 Liberty Lane
218.829.9800

Buhl, MN

10081 E Highway 169
218.258.3232

Columbus, MN

13822 W Freeway Drive
651.982.5600

Crookston, MN

720 3rd Avenue SW
218.281.4245

Duluth, MN

210 Garfield Avenue
218.722.6628

Fergus Falls, MN

3502 State Highway 210 W
218.736.2680

Jackson, MN

191 Industrial Parkway
507.847.7600

Mankato, MN

2145 Howard Drive W
507.388.1444

Marshall, MN

1200 N Highway 59
507.532.4403

Minneapolis, MN

901 W 94th Street
952.888.4121

Rochester, MN

6340 Highway 63 S
507.285.1775

Shakopee, MN

8000 County Road 101 E
952.887.4570

St. Cloud, MN

2225 255th Street
320.253.2234

Willmar, MN

2987 Highway 12 W
320.235.0614

IOWA

Altoona, IA

1500 Ziegler Drive NW
515.957.3800

Atlantic, IA

951 Park Drive
712.243.1039

Fort Dodge, IA

3366 5th Avenue S
515.576.3161

Mason City, IA

11490 265th Street
641.423.7240

Postville, IA

308 North Lawler
563.864.7461

Sheldon, IA

102 Crossroads Drive
712.324.5604

Sioux City, IA

5300 Harbor Drive
712.252.4401