

Marine Customer Support

Along Georgia's Coast and Navigable Waterways





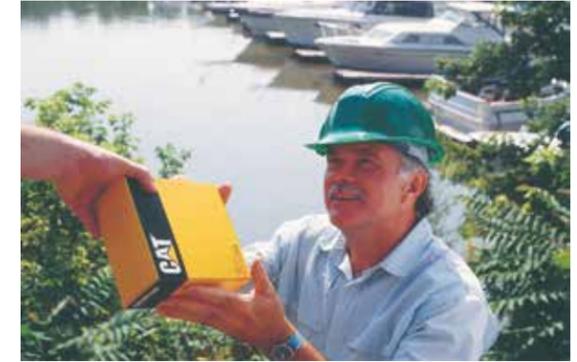
Customer Support for Cat® Marine Engines

Yancey Power Systems has one simple goal: to exceed our customers' expectations by providing outstanding sales and service support in a professional and consistent manner.

When you choose Caterpillar®, you receive our commitment to provide comprehensive sales and service support for Cat® engines. Yancey Power Systems has facilities located on Georgia's coast and near our Georgia's largest recreational lakes. We offer a full range of services from the engine selection phase through the sales process and product commissioning, to parts supply and parts logistics, maintenance, repair, and engine upgrade. Our experts are available to help you protect your investment and achieve maximum engine life, maintain reliability, and minimize downtime.

Yancey Power has a variety of solutions to help you minimize your owning and operating costs, including Customer Support Agreements, Extended Service Coverage, S•O•SSM oil sampling, and remanufactured products. All of these offerings are customized specifically for you, to provide the exact support you need to make the most of your investment.

You can rely on Yancey Power Systems to deliver complete solutions wherever you are when you need support. Ongoing dealer education ensures that our Service Technicians are always current on the newest marine products and programs.





Customer Support Agreements

A Customer Support Agreement (CSA) is one of the most convenient and affordable ways for you to take advantage of Yancey Power Systems' resources. Each CSA is custom designed to meet your specific needs.

One of the most important advantages of a CSA is flexibility. There are no pre-determined requirements or specific products or services that you must agree to buy. Instead, every CSA is an individualized plan that fits your needs and your budget. Costs can be based on a flat rate monthly fee, the type of service or repairs performed, or actual engine operating hours.

CSAs cover many aspects of inspection, maintenance, and repair. These highly flexible agreements can range from scheduled inspections and preventive maintenance to before-failure overhauls. The services you include in your CSA will depend on your equipment, installation, and the technical capabilities of your crew – factors we will carefully analyze with you before an agreement is proposed. Every CSA has one primary goal: to save your valuable time and money.

Why Choose a CSA?

- Simplifies budgeting
- Improves asset and cash flow management
- Maximizes return on investment
- Guarantees use of genuine parts
- Eliminates need for costly diagnostic tools and parts inventory
- Permits convenient scheduling of service and maximizes availability
- Makes good business sense

Total Maintenance and Repair

A Total Maintenance and Repair (TM&R) agreement covers all maintenance and repair costs during a specified time period. Instead of paying for maintenance or repairs as they are needed, you pay one flat rate to cover a broad range of parts and services. Yancey Power will analyze your current costs and compare them with the cost of the specific services provided in the agreement.

Preventive Maintenance

A Preventive Maintenance (PM) agreement covers specified maintenance at a fixed cost. You maintain reliability and efficiency because the maintenance is performed by a highly skilled Technician at a guaranteed cost. You avoid downtime because maintenance is performed on a defined schedule, where and when it's most convenient for you.



Caterpillar® continually strives to improve component design and manufacturing. Yancey Power Systems understands that normal engine operation subjects components to extreme stresses and temperatures. Tests have consistently proven that the use of Cat® parts (as opposed to competitive parts) greatly improves engine performance and reliability, and reduces overall owning and operating costs.



Engine Repair Options

If you identify a problem with your engine, Yancey Power Systems can help you determine the best repair option to minimize downtime and return your engine to service as quickly as possible. The scope of repair options available from your Yancey Power includes:

Remanufactured Parts

Provide same-as-new performance and reliability at fraction-of-new cost, with the same warranty as new parts. The results are maximum engine productivity and lower life cycle cost. Remanufacturing also is environmentally friendly as it limits waste to an absolute minimum.

Exchange Parts

Yancey Power offers a number of Cat® parts that meet Caterpillar® Reusability Guidelines. Rebuilt in one of our Service Centers, these exchange parts eliminate the need to wait for repair of the respective part or replacement with a new component, thereby lowering engine owning and operating costs.

Standard Overhaul

Yancey Power offers comprehensive overhauls for Caterpillar engines. We will offer the most cost effective solution using genuine new or remanufactured parts. Overhauls can also include available engine updates.

Engine Upgrades

We offer specific Caterpillar engine solutions for upgrading Caterpillar engines to match tighter requirements or legislations, i.e. SOLAS or emission regulations. These solutions allow customers to continue to run their engines or to run them more efficiently or with lower emission levels, contributing to the protection of the environment.

Caterpillar Certified Engine Rebuild

Cat 3500 or 3600 engines can be rebuilt for a second life – at a fraction of the cost of an engine replacement, protecting your investment. Rebuild specifications meet all Caterpillar standards, providing the quality customers expect. Our trained Service Technicians perform these rebuilds in our Service Centers, using only genuine Caterpillar parts. The latest required updates and optional performance enhancement upgrades could result in improved fuel consumption, reduced emissions, matching SOLAS requirements and reduced owning and operating costs.

Cat® engine parts are designed and manufactured to perform as a system, and be rebuilt for a second life, with processes that are continually improved to ensure state-of-the-art quality. Cat parts are built to exact tolerances and undergo rigid testing to ensure reliable performance, long life, and lower owning and operating costs.



Caterpillar® Maintenance Products

The Caterpillar® Product Support group gives top priority to the design, testing, and distribution of preventive maintenance products. They provide recommendations on the use of these products to ensure the highest level of engine performance. Yancey Power Systems is committed to providing these preventive maintenance products to their customers. Key preventive maintenance products are described below.

Caterpillar Diesel Engine Oil (DEO)

Cat® DEO is premium oil specifically developed and tested for Cat diesel engines. Caterpillar uses industry specifications as the basis for DEO performance, then goes beyond those specifications to develop an oil that meets the needs of Cat engines in severe applications.

Caterpillar Advanced Efficiency Engine Oil Filters

The new Advanced Efficiency engine oil filters increase contamination control performance, providing for a much cleaner-running engine lubrication system. The Cat 1R1807 and 1R1808 filters contain an improved high efficiency filter media to accumulate dirt more quickly while maintaining excellent dirt holding capacity.

Caterpillar High Efficiency Fuel Filters

These filters fight fuel contamination more effectively than standard fuel filters, removing more than 98 percent of particles two microns and larger. They are engineered and built to remove more contaminants, so they provide maximum protection of injectors, pumps, and other fuel system components.

Caterpillar Radial Seal Air Filters

This rugged filter provides up to 50 percent more capacity for longer service life and one-piece urethane end caps for a more consistent bond to the filter media.

Caterpillar® Extended Life Coolant (ELC)

ELC reduces engine coolant and additive costs by as much as 500 percent compared to conventional coolants. It eliminates the need for supplemental coolant additives, extends coolant change-out intervals, and reduces disposal requirements.

Caterpillar Batteries

These batteries are designed to meet stringent Caterpillar design specifications, which provide industry-leading cold cranking amps (CCA) capability and maximum vibration resistance. Caterpillar offers both Premium High Output and General Service Line batteries in both wet and dry configurations.



Effective Maintenance Practices

It is essential to develop an effective engine maintenance program to protect your investment, achieve maximum engine life, and maintain engine reliability. An effective maintenance program allows you to make decisions that will reduce downtime and minimize owning and operating costs. Regular engine inspection, scheduled oil sampling, and planned maintenance such as oil and filter changes, based on operations and maintenance schedules and dealer recommendations, help predict potential component or engine failures. Pre-failure repairs are usually less costly than post-failure repairs.

S•O•SSM Oil Sampling

The S•O•S program monitors your engine's performance through regularly scheduled oil samplings. A comprehensive analysis of the engine oil sample:

- Identifies excessive wear
- Identifies contaminated fluids
- Measures wear materials and dirt
- Detects water, fuel, and antifreeze in oil
- Measures soot, oxidation, and sulfur contaminants.

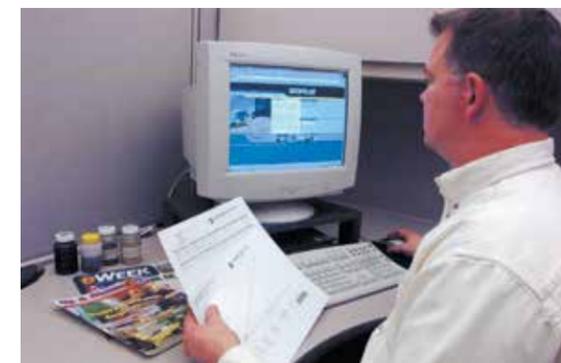
Accurate Record Keeping

An accurate record keeping system will help you:

- Identify potential problem areas
- Track completed maintenance
- Manage costs
- Improve engine resale value

Caterpillar® offers both manual and electronic record keeping systems to help you with this process.

- Record Keeping and Control Manual
- Maintenance Control System (software application)





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