

2026 CVA



SERVICE COMMITMENTS AND GUARANTEES



COMMITMENT AREA	SERVICE COMMITMENT	SERVICE GUARANTEE
320 and 323 (Unli Warranty)	Same-day fix upon technician arrival**	Php 10,000 service credit*
Warranty Jobs	2 calendar days TAT	Php 10,000 service credit*
Repair Promise Date	Compliance with committed repair dates <i>(outside Rebuild Programs)</i>	Php 10,000 service credit*
Non-Warranty Jobs	3 calendar days TAT	Php 10,000 service credit*
Right the First Time	Accurate field troubleshooting & shop TDS	Zero billing for additional work***

SDF – Same-day Fix | TAT – Turnaround Time | RTFT – Right the First Time | TDS – Tear Down and Survey

TERMS & CONDITIONS:

- These guarantees shall apply solely to unit(s) that are covered by an active Parts and Labor CVA with Monark Equipment at the time of availment.
- *The service credit is valid only while the unit is covered under an active CVA.
- **The "same-day fix" excludes safety orientations, site-specific requirements, and non-iron works. Covers inspection and troubleshooting jobs only.
- Repair Promised date - excludes inspections and troubleshooting jobs. RTFT/SDF guarantees will apply.
- ***For pre-packaged programs (e.g., Rebuilds, Mining Onsite Packages), the RTFT guarantee shall apply only after the first TDS recommendation.
- Request made after 3pm will be catered the next day.
- Land travel within 100 km of the nearest footprint will be considered for SDF and TAT.
- Monark reserves the right to modify, suspend, or cancel this program without prior notice.
- Force majeure events and safety-related conditions that prevent service dispatch are covered under the service commitment and may result in delays or non-dispatch.



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