

SCAN INTO YOUR VERY OWN VIRTUAL SERVICE CENTER



CAT® QR CODES FREQUENTLY ASKED QUESTIONS

General Questions

What is a QR Code?

A QR code is a unique, machine-readable optical label consisting of an array of black and white squares that contains information about the item to which it is attached and is typically used for storing URLs or other information for scanning by a mobile device camera.



Image of Cat QR Code

What is the value?

With a simple scan of the code using your mobile device instantaneously sends you to an on-line experience that centralizes parts and maintenance resources in your moment of need. It serves as a gateway that connects you to a deeper ownership of your asset. You can instantly access parts and maintenance information that is specific to the asset. Applies to all customer segments using Parts.Cat.Com. It provides direct connection to a service center page on Cat.com specific to equipment and industry.

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How can a customer use a code?

The QR code is instantaneous and asset-specific. Point your camera at the code located on your asset for a quick and easy way to get support when you're in the field. Customers gain access to specific parts and maintenance information related to their equipment, access to parts and maintenance information, and tips and advice directly from Caterpillar. The QR codes provide a unique experience for your Cat equipment.

Where is the QR Code located on an asset?

| Industry | Product | In Cab | Other Location |
|----------|--|--------|--|
| BCP | Backhoe Loader | • | N/A |
| BCP | Compact Wheel Loader | • | N/A |
| BCP | Mini Excavator | • | N/A |
| BCP | Skid Steer Loader/Compact Track Loader | • | N/A |
| BCP | Small Track Type Tractor | • | N/A |
| BCP | Small Wheel Loader | • | Engine compartment, right side |
| GCI | Excavator | • | PIN Plate Area |
| GCI | Motor Grader | • | Battery Disconnect Panel (access panel if unavailable) |
| GCI | Medium Track Type Tractor | • | Batter Disconnect Panel |
| GCI | Medium Wheel Loader | • | Batter Disconnect Panel |
| RI | Articulated Truck | • | Batter Disconnect Panel |

BCP: Building & Construction Products
 GCI: General Construction & Infrastructure
 RI: Resource Industries