

**WE STRIVE FOR 100%  
EMERGENCY ASSIST**



- Geyser & Pipe Assist
- Medical Assist
- Additional services
- Loyalty Program
- Referral Program
- 24 Emergency Assist APP

## WE CAN HELP



**EMERGENCY NUMBER**  
011 801 0000

**Emergency Whatsapp**  
082 475 4323

**FOR MORE INFO VISIT**  
[www.caninfinity.co.za](http://www.caninfinity.co.za)



## GEYSER & PIPE ASSIST

**FAST SERVICE  
NATIONWIDE**



TOGETHER WE **CAN** ACHIEVE NEW HEIGHTS  
TOGETHER WE **CAN** DO IT BETTER

## GYESER AND PIPE ASSIST

This Assist product was created to provide geyser & pipe maintenance repairs that need to be carried out in the shortest period possible. A well-managed panel of contracted service providers is available to assist you with emergency repairs when your geyser don't supply hot water or you have a water leak, may it be a burst pipe or faulty pipe fittings.

### GEYSER AND PIPE ASSIST

This benefit includes the call out and two hours labour replacement of vacuum breakers, pressure valves, elements, thermostats, pipes & pipe fittings.

This assist is available within the borders of South Africa during office hours, Monday to Friday.

- This product does not include replacement of geysers but we can assist with burst geyser replacements on a cash basis.
- This can be done through our Website [www.caninfinity.co.za](http://www.caninfinity.co.za) , 24EA APP, instant EFT or direct deposit.
- Your payment will remain with CAN Infinity Assistance until you are satisfied with the work done and only then will the appointed service provider be paid.

### PROCEDURE AFTER AN INCIDENT

- In the unfortunate event that your geyser break down or you have a leaking pipe, please call our call centre on **0118010000**, **Whatsapp** or **Telegram** us on **0824754323** or use our **24EA App** (**Please save these numbers on your phone**)
- One of our qualified and friendly agents will dispatch an approved repairer to assist you.

## MEDICAL ASSIST

This emergency medical assistance program is conducted by ER 24 and is available to your driver and co-driver while on the road.

- Emergency Medical Response and Stabilization at the scene of a
- Medical Emergency
- Medical Transportation
- Emergency Medical Information
- Guarantee of Payment
- Compassionate Visits
- Escorted Return of Minors
- Repatriation of Mortal Remains
- Escorted Return of Minors



**Accident** shall mean any sudden or unexpected, external, visible or violent event which results in the Member's suffering bodily injury, other than any intentional self inflicted injury.

**Bodily Injury** shall mean any injury to the body caused by an Accident, excluding sickness or disease.

**Benefits** shall mean the benefit as set out in benefit table listed below.

**Contact Centre Doctor** shall mean the Doctor nominated or appointed by the Contact Centre who is contracted to ER24 for the provision of Contact Centre assistance and claims assessment.

**Emergency Medical Transportation** shall mean the necessary medical expenses of surface transportation, medical care during transportation, communications and all usual ancillary charges Incurred in moving the Member when in a serious medical condition to the closest available medical facility.

**Illness** shall mean any sudden and unexpected deterioration of health certified by a competent medical authority but excluding Bodily Injury.

**Medical Emergency** shall mean an Accident or Illness that requires immediate and / or urgent Emergency medical Transportation.

**Repatriation** shall mean all the expenses necessarily and unavoidable incurred in transporting the Member to a hospital where such transportation needs to be completed under medical supervision.

**Residence** shall mean the area within the territorial boundaries which are used primarily for domestic residential purposes (usual place of residence), within the Republic of South Africa.

**Service Provider** shall mean the selected correspondents and contractors appointed

## EMERGENCY APP



SCAN HERE  
TO DOWNLOAD



The 24EA emergency app is the only emergency app you will ever need, free to download, no airtime needed and can be used in any emergency situation, and may it be a leaking pipe or Fire Brigade. No hassle No pain with guaranteed assurance & support.

- This 24EA app will help you get assistance immediately and not only for the benefits or services under this product
- The 24EA app is constantly updated to bring you even more services and support for everyday use, even if it is not an emergency.

### How to download the 24EA App

Whether you have an Android or IOS device, all you need to do is, scan the QR code or download the APP directly from the iStore or Google play store by searching 24EA

## EXTRA BENEFITS

As a monthly subscription paying client on this product, you are afforded the following added benefits at any **Supa Quick** outlet nationwide:

- 42% Discount from Bridgestone SA Dealer Listing Prices on all Bridgestone and Firestone tyres.
- 20% Discount from Dealer Listing Prices on Willard and Sabat batteries.
- 50% Discount from Dealer Listing Prices on Monroe Shock Absorbers.
- 45% Discount from Dealer Listing Prices on Bosal Exhaust Systems for front & middle boxes.
- 50% Discount from Dealer Listing Prices on Bosal Exhaust Systems for rear boxes.
- Plus, a further and additional R100.00 discount on the full purchase transaction over and above the discounts mentioned above.

## ADDITIONAL SERVICES

- Qualified Plumbers who can also provide you with COC Certificates.
- Qualified Electricians who can also provide you with COC Certificates.
- Handyman.
- Builders.
- Motor Glass Repairs and Replacements.
- Alloy Rim Repairs.
- Flat Glass Replacements.
- Geyser Repairs and Replacements.
- Burst Pipe Repairs.
- Appliance Repairs for all your White Appliances such as Fridges, Freezers and Stoves etc.

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