

**WE STRIVE FOR 100%  
EMERGENCY ASSIST**



- Home Assist
- Medical Assist
- Additional services
- Loyalty Program
- Referral Program
- 24 Emergency Assist APP
- Roadside Assist

**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)



**HOME ASSIST**

**FAST SERVICE  
NATIONWIDE**



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

## HOME AND OFFICE ASSIST

This product is for maintenance and repair purposes only, and not for the replacement of any appliances or devices listed below.

- All Mobile devices such as Cellular Phones, Tablets or Laptops are excluded on this product.
- Municipal Connections and all repairs outside the borders of the address of your residence are excluded on this product.
- Repair costs on appliances older than 8 years are excluded on this product.
- The Call Center will arrange a qualified and accredited service provider to attend to your requests for repairs to your Household Appliances and devices. We will not accept any liability for any repairs gone wrong and which were not reported to and arranged through the Call Center.
- Repairs are subject to the availability of parts needed for the repairs of your appliances or devices listed below.
- Any costs which exceed the maximum limits for repairs afforded by this product, will be for your own account and you have to pay the repairer directly for these additional costs.
- Costs to replace a lock will be limited to one lock per incident and request for assistance.

The benefits for assistance offered by this product for day-to-day household and office repairs and maintenance, are for the following appliances and devices:

### Electrical

- Main Cables • Distribution Boards • Earth Leakage Relays • Faulty Circuits • Power Failures • Lightning Wiring • Faulty Lights • Light Switches • Burnt Plug Points • Faulty Plugs • General House Wiring • Stove Plates/Elements • Geyser Thermostats • Geyser Elements

### Plumbing

- Water Connections • Blocked Sinks • Blocked Baths • Blocked Drains • Blocked & Overflowing Toilets • Blocked & Leaking Taps • Water Leaks • Leaking & Burst Pipes • Shower Outlets • Geyser Valves

### Appliances, Audio & Visual Equipment

- Fridges • Freezers • Microwave Ovens • Stoves • Dishwashers • Washing Machines • Tumble Dryers • HiFi Sound Equipment • Televisions • DVD & CD Players • Video & Cassette Recorders

### Electric Motors

- Gate Motors • Garage Door • Swimming Pool Pump • Jacuzzi Pump

### Locksmiths

- Unlocking of Doors • Labour Costs to Replace Locks

### Relocation

- Cleaning Services • Rubble Removing • Carpet Cleaning • Security Guard • Security Consultant • DSTV/TV Re-Installation (New Installations Excluded)

### Other

- Tree Felling • Beekeepers • Handyman • Rubble Removing • Carpet Cleaning • Upholstery Cleaning • Fumigation • Gutter Cleaning

The maximum limit catered for repairs and the number of incidents per 12-month period, are indicated below.

PRODUCT	Incidents per Annum
Electrical & Plumbing	4
Appliances, Audio & Visual Equipment, Electric Motors & Locksmiths	1
Relocation	1
Other	1

## 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

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



SCAN HERE  
TO DOWNLOAD

## 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.

To receive these benefits, you must contact CAN infinity  
Emergency Assist on 011 801 0001 or visit our  
website on [www.caninfinity.co.za](http://www.caninfinity.co.za)