

**WE STRIVE FOR 100%
EMERGENCY ASSIST**



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

WE CAN HELP

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

EMERGENCY NUMBER

011 801 0000

Emergency Whatsapp

082 475 4323

FOR MORE INFO VISIT

www.caninfinity.co.za



POTHOLE ASSIST

FAST SERVICE
NATIONWIDE



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

POTHOLE ASSIST

This pothole assist plan is designed to take away the hassle of burst tyres or bent rims caused by a pothole in the road. A well-managed panel of contracted service providers including Tow operators is available to assist you with all you need to get back on the road after a pothole incident as soon as possible. This 24/7 Emergency Pothole Assist is provided to the member within the borders of the Republic of South Africa.

PROCEDURE IN THE EVENT OF A POTHOLE INCIDENT

In the unfortunate event that you hit a pothole and your tyre and/or rim got damaged you need to take a photo on the scene of the incident of the pothole and damages to your tyre/rim.

- Where two or more tyres are damaged or a spare tyre is not available and your vehicle is un-drivable please call our call centre on **0118010000**, whatsapp or telegram us on **0824754323** or use our **24 EA App** and a tow operator will be dispatched to tow you to the nearest Supa Quick or service provider, whichever is the closest for tyre replacement and/or rim repairs.
- In the event that only one tyre is damaged and you need to change the tyre with your spare tyre we will dispatch a tow operator to change your tyre at the scene of the incident to get you back on the road as soon as possible.
- The Emergency Call Centre will then refer you to the nearest Supa Quick branch to replace your damaged tyre and/or do repairs to your rim should your rim also be damaged in the pothole incident.

TERMS OF TYRE COVER CONTRIBUTION:

Can Infinity will only be liable to contribute toward tread that is left on your tyre. Tread that had been used by normal driving prior to the pothole incident is normal tyre tread usage and we are not liable to contribute toward that cost.

For example: If the usage of your tyre tread is less than 2mm we will replace your tyre with no cost to yourself. Should the usage however be more than 7mm we will not contribute any monies toward your new tyre and all cost for the new tyre will be for your own account. Below a diagram of how contribution will be determined based on a tyre that have 8mm tread when new.

ROADSIDE ASSISTANCE

We will provide members with comprehensive Roadside Assistance caused by any roadside emergency such as breakdowns and accidents. This service is available 24/7/365 days per year.



Mechanical and/or Electrical Breakdown

In the event of a Mechanical or Electrical Breakdown, your vehicle will be towed to the nearest repairer within a 40km radius, or to your permanent place of residence whichever is the closest. Any additional costs for towing beyond this 40km radius, will be for your own account.

In the event of a Mechanical or Electrical Breakdown further away than 100km from your permanent place of residence or business address, where available and at our discretion, we will provide the following:

• Vehicle Rental

A call centre will arrange assistance where the vehicle is not drivable, further than 100km from your home or business address.

OR

• Emergency Accommodation

Emergency Accommodation for a maximum of four people at an approved accommodation provider of our choice

If you are required to leave your vehicle behind for emergency repairs while you proceed with your journey, we will assist you. In the event of you requiring any of the following services or assistance, the costs of the call out fee and first hour of labour will be afforded.

• Flat Tyre Assistance

The flat tyre will be changed with the spare tyre at the scene of the incident. If a spare tyre is not available, towing will be provided under the towing benefit described above.

• Battery Jump Start Assistance

We will arrange to have your vehicle jump-started in the event of flat battery. However, some vehicles' electronics may get damaged during jump-starting. We will not accept liability for these damages should you decide to proceed with jump-starting. In this instance, the Call Center can arrange for a replacement battery, which replacement costs will be for your own account.

• Running out of Fuel

Should you run out of fuel, the Call Center will arrange the delivery of approximately 20 litres of fuel. The cost of the fuel will be for your own account.

• Vehicle Lockout Assistance

In the event of your vehicle keys being locked inside the vehicle, a locksmith will be dispatched to unlock your vehicle. The replacement costs of locks and keys will be for your own account.

Accident Assistance

In the event of your vehicle being involved in an accident, an approved Tow-in Operator will be dispatched to uplift your vehicle and store it at a safe storage facility.

- The storage costs of the first 3 days will be provided if the vehicle is kept at our approved storage facilities.
- Accident Towing Costs is provided at a maximum limit and all additional costs will be for your or your selected Insurance Company's account.
- A 2nd tow will be provided, however, the costs for the 2nd tow will be for your or your selected Insurance Company's account.

Electronic Message Relay Service

In the event of an incident requiring Roadside or Accident Assistance, the Call Center will on your request, relay a message via SMS or E-Mail to your family member or friend nominated by you when registering on the Mobile App.

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

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.

