

# WELCOME TO EQSTRA

**\*SUBJECT TO THE SERVICES CONTRACTED BY YOUR EMPLOYER WITH EQSTRA FLEET MANAGEMENT**

Eqstra, as your fleet management company, is ready to be of assistance to you anytime, anywhere.

To make your life easier, we've compiled driver packs containing all the essential information about the services your company has subscribed to.

Our dedicated contact centre agents are forever ready to assist you. We recommend that you save our contact numbers on your phone so that you can reach us whenever you need it.

You never know when you might require our assistance, and we're just a call away!

## OFFICE HOURS

+268 76 171 047

## AFTER HOURS

+27 861 377 872 (0861 EQSTRA)

### FULL MAINTENANCE RENTAL

Your vehicle is financed by Eqstra Fleet Management under the Full Maintenance Rental Product (FMR).

FMR covers finance, maintenance, servicing and tyre replacement and vehicle licencing.

If you have any queries relating to your vehicle, for example, expired vehicle licence, or where to service your vehicle, Eqstra Fleet Management's contact centre agents are here to assist you 24/7.

- Servicing of the vehicle as per vehicle manual and fair wear and tear maintenance and repairs

to the vehicle, please refer to the maintenance leaflet.

- Replacement and maintenance of tyres (if selected by your company), please refer to the tyre leaflet.
- Initial registration and the management of the annual licencing of the vehicle for passenger and light commercial vehicles.
- 24/7 roadside assistance (if selected by your company), please refer to the roadside assistance leaflet.
- Cross border authorisation (with permission from your fleet manager).

Eqstra Fleet Management will require the following for cross border authorisations:

- Vehicle registration number
- Full names and surnames of the driver
- Copy of the driver's licence
- Destination/s
- Departure and return dates from and to Eswatini
- Telephone and e-mail contact details

Take care of your vehicle as non-fair wear and tear damages, including any insurable damages are not covered by Eqstra Fleet Management and will be recharged to your company.

**REMEMBER: AS A DRIVER, YOU WILL NEVER BE REQUIRED TO MAKE A PAYMENT FOR ANY WORK DONE ON YOUR VEHICLE.**

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## MAINTENANCE MANAGEMENT

Eqstra Fleet Management is responsible for the authorisation and payment of all standard services, maintenance and tyre replacement on behalf of your company.

If you have any queries relating to the servicing, maintenance or tyre repair/replacement Eqstra Fleet Management is here to assist you 24/7.

It's up to you to have your vehicle regularly serviced.

Check the manual in your vehicle and ensure that your vehicle is serviced as per the stipulated service intervals.

Our Eqstra Fleet Management maintenance agents are available to assist you. You may request an Eqstra Fleet Management agent to make a booking on your behalf.

Should your vehicle be out of warranty, Eqstra Fleet Management may elect to service/maintain the vehicle at a non-franchised service centre.

When delivering your vehicle to the service centre, please notify the service agent that the vehicle is managed through Eqstra

Fleet Management and that they should contact Eqstra Fleet Management to obtain authorisation prior to commencing with the work.

Please ensure that your service manual is stamped by the service centre upon completion of the work.

## TYRES

Tyres are the only point of contact between your vehicle and the road, so taking care of your tyres is one of the most important checks.

**To be safe, legal and to prolong the life of your tyres, we recommend that you take your vehicle for wheel balancing and alignment every 10,000 km and check your tyre pressures regularly. Tyre pressures should be checked when the tyres are cold.**

If you have any queries relating to the servicing, maintenance or tyre repair/replacement Eqstra Fleet Management is here to assist you 24/7.

Eqstra Fleet Management is responsible for the payment of the replacement of the tyres.

Tyres are replaced when they reach a tread depth of less than 1.6 mm. Tyres must

have travelled a minimum of 40,000 km to qualify for a tyre replacement.

Wheel balancing, alignment and puncture repairs are also covered by Eqstra Fleet Management.

A list of Eqstra Fleet Management preferred and approved fitment centres can be provided by our Eqstra Fleet Management maintenance agents. You may request an Eqstra Fleet Management agent to make a booking on your behalf.

When delivering your vehicle to the tyre fitment centre please notify the booking agent that the vehicle is managed through Eqstra Fleet Management and they should contact Eqstra Fleet Management to obtain authorisation prior to commencing the work.

Take care of your tyres as non-fair wear and tear damages, including any insurable damages are not covered by Eqstra Fleet Management and will be recharged to your company.

## ROADSIDE ASSISTANCE

Eqstra Fleet Management is here to assist you in the event

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of a mechanical breakdown or when you require any type of roadside assistance.

Please contact us as your safety is our top priority.

Eqstra Fleet Management is here to assist you 24/7.

## **The following services are included:**

- Locksmith services
- Flat battery
- Flat tyre change
- Vehicle runs out of fuel (10L at your cost)
- Vehicle towing services (mechanical)
- Safe vehicle storage

## **TRACKING**

For the protection and safety of both you and your vehicle, your vehicle has been fitted with a tracking device (if this product was chosen by your Company).

In the event of your vehicle being stolen or hijacked, please contact Eqstra Fleet Management's contact centre agents.

## **EMERGENCIES**

In the case of an emergency our contact centre agents are on standby 24/7.

The contact centre agents will require your vehicle registration

number and will dispatch a recovery team to locate the vehicle, if necessary.

## **LOG-BOOK**

Our vehicle tracking service includes an electronic logbook.

If you are registered as the regular driver, you will receive a log-book link via e-mail.

The link will take you to a report displaying the previous week's trips, you will be able to confirm if the trip was either private or business.

We recommend that you create points of interest (POI) against all business trips.

## **LICENCING**

Your vehicle has been delivered to you fully registered complete with number plates and licence disc.

Eqstra Fleet Management is responsible for the renewal, payment and delivery of the annual licence disc.

If the vehicle licence disc is misplaced, please notify your fleet manager to arrange a duplicate licence disc.

Eqstra Fleet Management's support agents are here to assist you 24/7.

Eqstra Fleet Management will deliver the annual licence disc to your fleet manager.

Please ensure that your licence disc is affixed to the windscreen of your vehicle.

If, for any reason, you have not received the new licence disc, prior to expiry of the current disc, please contact your fleet manager or call us.

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