

# Maintenance management

Eqstra 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's contact centre agents are here to assist you 24/7 on:

## **Windhoek**

+26461272595 (Office hours)

+264811240341 (After hours)

## **Oranjemund**

### 24/7 driver emergency in the town area

081 699 5728 (Mobile)

4667 (Radio)

### 24/7 SCM

081 694 1076 (Mobile)

4206 (Radio)

### Operational support

081 625 5409 (Office hours)

**Remember: As a driver, you will never be required to make a payment for any work done on your vehicle.**

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.

A list of Eqstra preferred and approved service centres can be found on our website or you can find a supplier on the app.

Alternatively, our Eqstra contact centre agents are available to assist you. You may request an Eqstra agent to make a booking on your behalf.

Should your vehicle be out of warranty, Eqstra 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 by Eqstra and that they should contact Eqstra to obtain authorisation before commencing the work.

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