



CARTRACK

GPS VEHICLE TRACKING & FLEET MANAGEMENT

ROADSIDE ASSISTANCE



CALL 09 304 77 13 TO SPEAK WITH OUR 24/7 ROADSIDE ASSISTANCE TEAM

Roadside Assistance benefits only apply to the nominated vehicle(s). To be eligible for Roadside Assistance, you must be present with the vehicle when the service/patrol arrives.

In case of an emergency, you can either press the Cartrack Roadside Assist button within the Cartrack app or call us directly. If you choose to call, please have the following information ready:

- The registration number for the vehicle that requires assistance.
- The best phone number to reach you or the driver of the vehicle.
- The make, model, and colour of your vehicle.
- All your location details including, but not limited to, the street name, suburb, town, closest intersection, which side of the street you're on, and any distinguishing landmarks.

When using the Cartrack Roadside Assist button, all relevant vehicle data—including registration, make, model, driver contact details, and location—will be automatically sent to NZRA, eliminating the need to provide these details manually.

After contacting us via the app or phone, please remain with your vehicle until help arrives. Leave your mobile switched on and ensure that it is easy to hear in case our patrol unit needs to contact you. If there are extraordinary circumstances or a risk to your safety, please advise us when you call.

Please ensure you have read the membership terms and conditions and understand the policy and its benefits fully prior to purchasing a policy. NZRA uses a secure payment services platform for processing payments for any costs over and above your entitlements via a credit or debit card.

FOR DRIVERS WITH A HEARING OR SPEECH IMPEDIMENT

If needed, please utilize the New Zealand Relay Service. This service benefits those who are deaf, hard of hearing, or speech impaired to communicate via phone.

- Website: <https://www.nzrelay.co.nz>
- TTY: 0800 4713 713
- Voice: 0800 4329 697

Make sure you have all information ready to relay to the operator.

1. CARTRACK ROADSIDE ASSISTANCE BENEFITS

Below is everything you need to know about Cartrack's Roadside Assistance program, including all the terms and conditions of your benefits. When we refer to "you," "your," or "policyholder," we mean you, the holder of the Cartrack policy. When we refer to "us," "our," or "we," we are referring to Cartrack and our service provider, NZRA.

1.1 Services Overview

- Only apply to breakdowns that occur within New Zealand.
- Only apply to vehicles that are on a public road accessible to our contractor/service provider.
- Only apply if you are driving the nominated vehicle at the time of the breakdown.
- Do not apply if you, against our advice or the advice of a qualified repairer, continue to drive the vehicle following a breakdown causing consequential damage, or do not make any attempt to fix or repair a known fault.
- If you request road service an excessive number of times for a recurring vehicle fault that you have failed to rectify, we may refuse or restrict your benefits.
- Roadside Service is subject to a 48-hour stand-down period before it may be used, and the vehicle must be free of any known defect prior to purchase. Roadside Assistance does not cover pre-existing faults that happened to the vehicle prior to the purchase of the policy.
- Roadside Assistance does not cover mechanical assessment, repairs/parts to your vehicle, or accidents.

1.2 Road Service Callouts

The Cartrack Roadside Assistance program includes 6x callouts per policy year. Once these six callouts have been used, additional callouts may be offered at your own expense, which will need to be paid before such assistance is dispatched. In this event, our operators will provide a quote for services to you so you can decide if you would like to proceed with the callout.

If you request a callout for a fault or defect we have previously attended that has not been remedied, we can refuse or limit the road service.

There is only one callout/service per event or breakdown. Additional callouts where a callout has already been used or where the circumstances exclude the use of the roadside policy may be offered at your own expense.

1.3 Battery Jumpstart and Replacement

If your vehicle does not start due to a flat battery, our service provider will assess the battery during the callout and provide a jumpstart where appropriate.

If necessary and where available, our provider may offer a replacement battery for purchase. There is no cover under your roadside benefit for the replacement battery, so the replacement battery will be at your expense.

NZRA offers no warranty or guarantees related to batteries supplied. These are held exclusively by the supplier/contractor.

Battery replacements may not be available in all regions.

1.4 Wheel/Tyre Changing

If you have a roadworthy spare wheel, our service provider will change the tyre for you during the callout.

In the event that your vehicle is not equipped with a spare, we will refer to your towing provision.

There is no cover for tyre repairs or inflation. This benefit does not apply if there are multiple flat tyres or damage to the wheel/tyre caused by an accident or collision with an object.

1.5 Lockout Services

We will provide assistance to attempt to gain entry, if applicable and upon approval of the vehicle owner, to retrieve locked-in keys. NZRA and its providers will not be held liable for any damage from using forced entry or lockpicking to gain access to the vehicle. The owner must, where requested by our provider, sign an indemnity form before this service is undertaken.

Some models of vehicles have a security feature where they 'dead lock.' Deadlocked vehicles cannot be unlocked by a roadside unit and will require specialised locksmith services to unlock. Mobile locksmiths are not covered under the roadside assistance program; however, a tow may be offered in these circumstances at the discretion of NZRA.

Please advise our operator at the start of your call if there is a child locked in the vehicle.

The driver of the vehicle must be on-site to take possession of the keys following the service.

The roadside policy does not cover any expenses related to locksmith services, nor does it cover any services where a lock has been damaged via vandalism or attempted theft. Lost keys are also excluded under the lockout benefit; however, NZRA may be able to arrange locksmith or towing services in these circumstances at your expense or direct you to an appropriate service provider.

1.6 Emergency Fuel Delivery

If your vehicle has run out of fuel, a service provider may be arranged to attend and supply up to 5L of regular 91-octane petrol or diesel as needed or, at NZRA's discretion, tow the vehicle to a fuel station. NZRA covers the cost of delivery, but the cost of fuel is at your expense and must be paid prior to dispensing any fuel.

If the vehicle is in a rural location and 5L is not deemed enough for you to reach a place of safety, a tow to a fuel station may be offered instead. If you have no money for the fuel, this is not deemed as an emergency fuel service and is not covered under this policy.

Repeated callouts for fuel supply in a short space of time may lead NZRA to offer towing to a fuel depot rather than a fuel delivery or to decline service if not deemed an emergency fuel roadside callout.

The roadside benefits do not apply where a vehicle has been filled with the incorrect fuel. NZRA may assist in these circumstances at your own cost, or we can refer you to the appropriate provider.

1.7 Roadside Breakdown Towing

If your vehicle cannot be mobilised or our operators deem a tow is required, we'll arrange for a towing provider to tow the vehicle to a place of safety or repair, at NZRA's discretion. Towing only applies for mechanical or electrical fault or failure.

2. TOWING BENEFITS

2.1 Towing Entitlements

The towing benefit covers towing to the nearest repairer or place of safety. During afterhours when repairers are closed, towing may be offered to tow companies for

secure storage if you do not have a preference for a drop-off address. NZRA only covers one tow per breakdown. Second/additional tows are at your own expense, as is storage where a vehicle has been dropped off at a towing company or storage facility.

NZRA operators can recommend repairers from our network or from the MTA network if you are not sure where to take your vehicle. It is your responsibility to speak with the repairer and book the vehicle in.

Should you wish to be towed further than the policy covers/further than the nearest repairer or place of safety, NZRA will contribute, but you will need to pay an additional fee for the excess kilometres. The NZRA operator will advise you of where you are covered to and any additional fees/costs prior to the tow being dispatched.

It is your responsibility to ensure the towing company completes a tow authority form before transporting your vehicle. The authority form can then be used as evidence against the towing company if a dispute arises. NZRA is not responsible for third-party disputes or damage claims, although we can assist with the process between parties if required.

2.2 Bogged Vehicles

NZRA does not contribute to the recovery of bogged or stuck vehicles. Where a vehicle has become stuck or bogged, the NZRA operator can provide a quote for the recovery of the vehicle. Alternatively, our operator may direct you to the appropriate service provider for that area to self-arrange assistance.

3. GENERAL TERMS AND CONDITIONS

1. Only eligible private-use cars and commercial vehicles registered in New Zealand are eligible for NZ Roadside Assistance membership. The following are ineligible to be part of the program: trucks over 5000kg, rental or private hire vehicles, farm equipment, or tractors.
2. A 48-hour stand-down period applies to all benefits for NZ Roadside Assistance Memberships. If the vehicle breaks down during the 48-hour stand-down period, we can provide assistance at your own expense.
3. Changes to membership details or ownership of the vehicle and policy must be forwarded to NZRA in writing within 14 days of the change occurring. Failure to inform NZ Roadside Assistance of any such changes may lead to your membership being cancelled.

4. This policy does not include or cover any general maintenance, mechanical assessment, or mechanical repairs.
5. Toll charges, ferry crossings, road tolls, storage, and parking charges incurred while waiting for assistance or during the vehicle breakdown are not payable by NZ Roadside Assistance.

Roadside Assistance Summary:

Standard Roadside	Details
24/7 Road Service, NZ-wide	Nationwide cover available 24/7
Call Outs Per Annum	6 Call outs per annum
Towing	Initial tow to Nearest Place of Safety (NPOS) or closest repairer
Heavy or Over-Sized Vehicles/Special Towing Equipment	Not Covered
Flat or Faulty Battery Service	Jumpstart covered (Battery replacement at member's expense)
Emergency Fuel Service	5 litres of fuel supplied (Cost of fuel at member's expense)
Lockout	Covered (Forced entry provided at member's risk)
Locksmith Services	At member's expense
Flat Tyre	Serviceable spare wheel fitted (Tyre fleet specialist at member's expense)
Technical Advice	Assistance provided, including message relay, parts/service/repair locator
Caravans and Trailers	Not Covered
Accommodation After Breakdown	Not Covered
Hire Car After Breakdown	Not Covered
Vehicle Repatriation After Breakdown Tow	Assistance provided at member's expense
Passenger Transport After Vehicle Recovery	Assistance provided at member's expense
Accident Coordination	Assistance provided at member's expense to claim via insurer
Taxi	Not Covered

