



## Roadside Assistance Plans



**1800 827 747**



# Each year Australia's truck drivers travel over 200 million kilometers on what many say are the toughest roads on earth.

*Australia's roads are harsh. so, whether you are in trades and services, or the transport industry, you'll need someone to back you up. Someone with the specialised gear and expertise to get your wheels turning again.*

## It's what we do.

At Truck Assist we're dedicated to getting you and your truck back on the road - or on the way to someone who can - as quickly and safely as possible. There are a number of reasons apart from mechanical failure why your journey could be interrupted, including:

- Run out of diesel
- A flat battery
- Truck lockout
- A flat tyre
- Windscreen damage
- Hydraulic hose repairs
- Bogged Trucks
- Transmission problems

Truck Assist Roadside travels with you, 24 hours a day, 365 days a year and is delivered to even the most remote corners of Australia by experienced technicians and recovery operators.

We're only a call away:



## ***Being prepared.***

So you can get the quickest service, please ensure you've got the following details handy before you call.

1. Your truck registration
2. The nature of the problem
3. The location of your breakdown
4. Whether your truck is laden and if so, what is the approximate GVM?







## Put safety first.

Please make sure you and your truck stay clear of passing traffic.

If your truck needs to be worked on, consider the following:

- If the issue is on the left side, does proximity to crash barriers or other fixtures allow enough room to work on the truck?
- If the issue is on the front or right side, can you position the truck as close to the curb as possible whilst turning the front of the vehicle to the left? This allows extra clearance.

The truck must be seen by passing motorists. If your truck breaks down:

- Immediately activate hazard lights
- Warning triangles, advanced warning signs and/or traffic bollards should be placed clear of oncoming traffic lane at a distance in meters twice the posted speed limit.



**For example:**  
 120 meters ahead of and behind your work site on roads that are 60km/h;  
 160 meters on an 80km/h road or;  
 200 meters on 100km/h roads.

## Plan Disclosure.

Truck Assist Roadside is provided to a maximum value per breakdown as outlined in Table 1 throughout the period of cover, commencing from the date of purchase.

Truck Assist Roadside is not transferable and not cumulative. Once your plan's limit has been reached, any excess costs will be charged to the driver prior to the services being undertaken.

### Truck Assist Cover Options (Table 1)

Roadside Plans	Limit including GST
Value Plan	\$1,000
Premium Plan	\$1,500
Immediate Use Plan	\$500

***Get going with a  
minimum of fuss.***

With Truck Assist Roadside, we've got you covered in a wide range of circumstances.

***Minor mechanical breakdown.***

Our Truck Assist call centre operator will urgently dispatch a Roadside service provider whose aim is to get you mobile or organise to have your vehicle towed.



## ***Out of diesel.***

Wherever possible, Truck Assist will provide sufficient diesel to enable a truck to be driven to the nearest diesel supply facility (the immediate supply of fuel may be charged to the Driver). Where it is not possible or practical to provide diesel, a tow will be provided to the nearest facility, subject to your level of cover.

Any parts and/or additional labour at the breakdown will not be covered under Truck Assist Roadside and the driver will be responsible for these costs at the time of supply.



## ***Hydraulic hose repair services.***

If your truck is disabled as a result of a hydraulic hose failure, we will arrange an expert to assist. We'll provide the driver with a hydraulic hose service. Any parts or additional labour charges must be paid for at the time of service.





## **Tyre/wheel change.**

We'll dispatch a service provider to help the driver replace your damaged tyre/wheel using your truck's original jack and wheel nut brace and spare tyre/wheel combination.

Where the spare tyre/wheel combination is not serviceable, roadworthy or compatible, a tyre service specialist may be dispatched.

All materials and any additional labour charges must be paid for at the time of the service.

Truck owners needing assistance for a flat tyre and/or damaged rim, may be requested to assist the service provider at the roadside due to the combined weight of the tyre/wheel combination.

Where it is deemed too hazardous to change a tyre/wheel combination at the roadside, towing will be arranged to the nearest point of safety.

Tyre fitting should take place on a hard, flat, and even surface which can withstand the load (including the point load of a jack or axle stand). Please consider the surface at the location. For example - has recent rain softened the ground? Full or partial unloading of the truck could be considered to increase stability.



## **Flat Battery.**

Our service provider will attempt to jump start your truck. If the battery is found to be faulty, a replacement can be arranged at the roadside and installed. However, all materials and any additional labour charges must be paid for at the time of service.



## **Lockout.**

We'll arrange a service provider to attempt to open your truck. The driver may be asked to sign an indemnity releasing the service provider from any liability should damage be caused by such forced entry. Alternatively, Truck Assist Roadside will arrange, if possible, for a locksmith to attend.



## **Towing.**

**If we can't get you mobile, or its too unsafe to work on the roadside, we will arrange towing within your cover limit as per table 1:**

- Your truck will be towed to the nearest Truck Assist Repairer. Should the breakdown occur out of normal business hours, your truck will be sorted and delivered to the nearest Truck Assist Repairer as soon as is practiceable.
- Our service provides cover to the truck only, however - if we are towing your truck - we will also tow your trailer, provided we comply with all state and local legislation and it is safe to do so.

However, the driver must agree to accept any additional towing costs incurred, over and above nominated level of cover as outlined in Table 1, to get the vehicle to a Truck Assist Repairer.

In all cases, the decision regarding whether a vehicle requires towing rests solely with the Truck Assist Service Provider.



## **Trafficable roads.**

Service can only be provided to trucks, on a constructed road/driveway that is legally trafficable by a conventional two-wheel drive vehicle and/or towing recovery vehicle.

## **Bogged trucks.**

If your truck becomes bogged on a road that's legally trafficable to normal two-wheel drive vehicles - and no special equipment is required - Truck Assist Roadside will be provided.

## **Truck rescue.**

If your truck has become disabled off a legally trafficable road in a situation such as a mine site, construction site, beach, field or creek bed, Truck Assist can arrange support, however - this will be at the driver's expense.

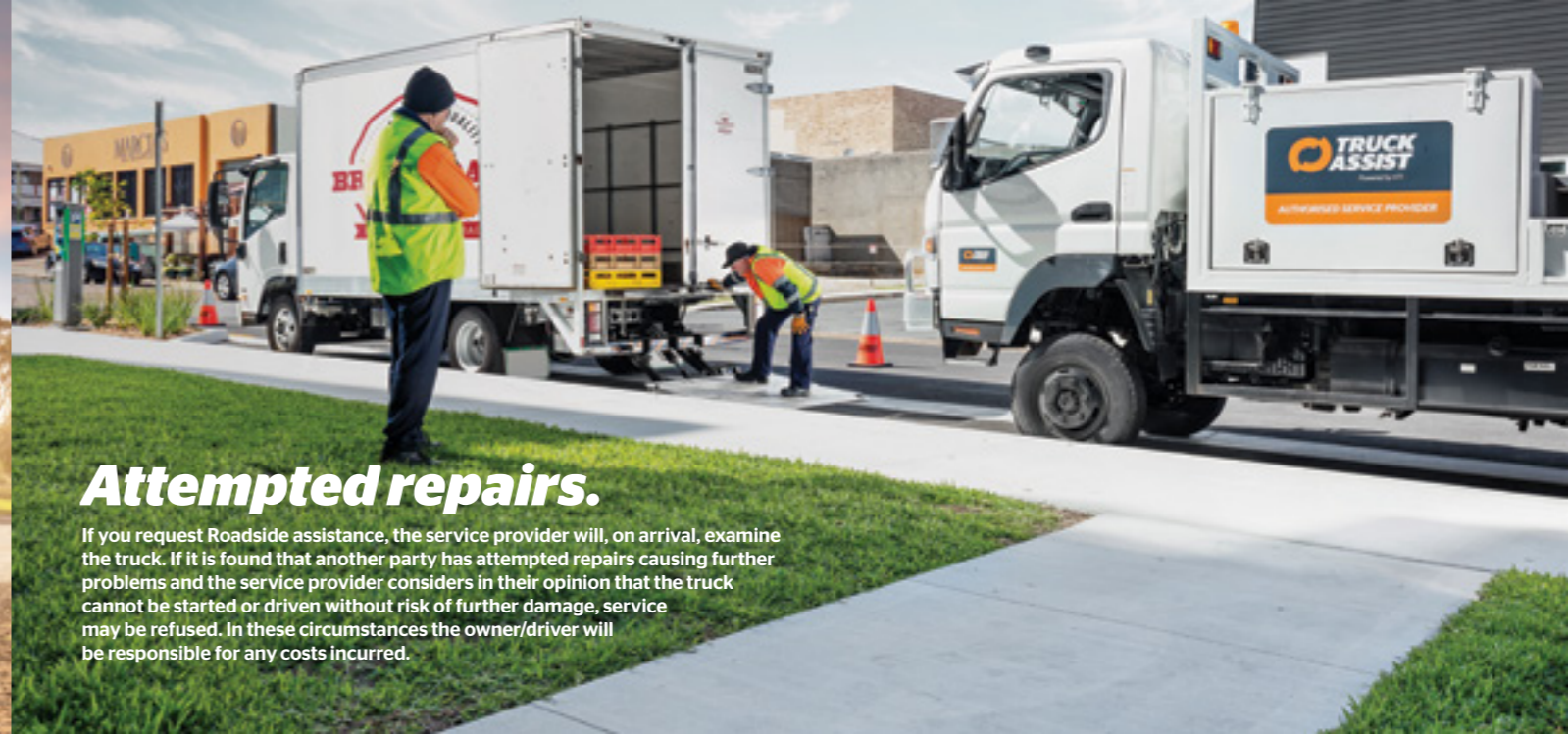
## ***Remote areas.***

In remote and sparsely populated areas, you may experience delays in obtaining Truck Assist Roadside due to availability of the service provider and accessibility. Remote areas are defined as areas within Australia that are sparsely populated and where service providers are not readily available. Towing may be provided in these areas as a safer, quicker and more cost-effective solution to getting your truck repaired and back on the road as quickly as possible.



## ***Attempted repairs.***

If you request Roadside assistance, the service provider will, on arrival, examine the truck. If it is found that another party has attempted repairs causing further problems and the service provider considers in their opinion that the truck cannot be started or driven without risk of further damage, service may be refused. In these circumstances the owner/driver will be responsible for any costs incurred.





## ***Unattended trucks.***

It is imperative that the driver, or a representative, wait with the truck until the Truck Assist service provider arrives, unless previous arrangements have been made and agreed to by the attending Service Provider. Where the owner/driver has elected an authorised representative, the representative must hold a current and appropriate truck driver's licence in case the truck is required to be moved. Where the truck is found to be unattended, any subsequent calls for assistance may be at the driver's expense.

## ***Special equipment.***

If the Truck Assist Service Provider is required to return to their service facility to collect any special equipment required to deliver effective service the additional cost will be the owner/driver's responsibility.

## ***Natural disasters & weather.***

If a natural disaster places extraordinary demands on service resources, Truck Assist may alter and/or offer alternative service. If a disabled truck cannot be reached owing to events such as floods or bushfires, Truck Assist will endeavour to provide whatever assistance we can.

## ***Damage during service.***

If you believe your truck has been damaged by a service provider during Roadside assistance, contact our Customer Service Operator immediately on 1800 827 747. The truck in question must be inspected by a Truck Assist Authorised Representative and agreement gained prior to any further repairs being undertaken.

## ***Accident support.***

In the event of an accident, drivers can call us 24/7 for support and guidance. Truck Assist Roadside, with the help of the driver, will assist in the coordination of the incident to increase safety and potentially reduce costs. This could include advising the driver of their obligations at the scene of the accident and/ or connecting the driver to an appropriate Service Provider, 000 Emergency services, or a vehicle recovery operator. Truck Assist Roadside will remain on the telephone line to ensure appropriate services are being provided. This is very valuable support in a time of crisis.

## ***Message relay.***

When things go wrong, keeping in contact is critical. So, as part of our service, our team will happily pass on messages to drivers' colleagues, clients and loved ones.

## **Excessive use.**

Where Truck Assist believes a Customer has repeatedly requested the breakdown service, during the coverage period, we may refuse to provide further assistance. Alternatively, we may at our discretion charge you additional fees for each callout for Roadside (*payable at the time of service*) or offer a solution at your expense. An excessive user could be deemed as “excessive” if the service is used in excess of 4 calls per year. We monitor service usage on a monthly basis.

## **Interpreter service.**

An interpreter can be brought on line should the driver need assistance in communicating with us and getting the right help.

## **Cargo.**

Truck Assist and their service providers accept no responsibility under any circumstances for the security, loss or damage of cargo, or other related or unrelated property carried with the disabled truck.

## **Conditions of supply.**

### **Eligible Trucks.**

Truck Assist Roadside is available for all eligible trucks.

Eligibility Criteria:

- Vehicle must be in a roadworthy condition.
- Vehicles must be registered

### **General Customer Comments.**

Please direct any comments or concerns regarding the Truck Assist Roadside program and/or the service/s provided, to our Truck Assist Customer Service Care Team on **1800 827 747**.

**Note:** *Truck Assist reserves the right to change the service provider's conditions and supply procedures outlined in this booklet.*

### **Additional Service Costs**

Truck Assist Roadside covers all eligible trucks from home, business or the roadside. The costs for parts and additional labour to repair will be the responsibility of the owner/driver at the time of supply. Any towing costs above your limit will be charged to the driver at time of service.

The credit card number provided to Truck Assist will be charged for any costs in excess of the covered entitlements. Where roadside repair is not possible, a tow to the nearest facility that can supply and/or repair the tyre/wheel combination will be provided as per your limits outlined in Table 1 (page7).

**Note:** *You hereby authorise Truck Assist Roadside to charge your credit card for any non-covered expenses, Roadside Assistance Services in excess of the limits set out and any costs in excess of the coverage benefits.*

### **Change of Registration, Name, Address, or ownership.**

Please advise us immediately of any change so that we may respond quickly to your needs.

### **Sale of Truck.**

If you sell your truck within 12 months of purchasing the roadside agreement, the new owners, and any subsequent owners, are NOT entitled to Truck Assist Roadside for the balance of the 12 months service period.

### **Privacy Statement.**

For further information on NTI's privacy policy please visit **[truckassist.com.au](http://truckassist.com.au)**





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**Disclaimer:** The information is not advice, and should not be treated as such, and is a guide only to TruckAssist Roadside Entitlements. You must not rely on the information in this brochure as an alternative to legal, or other advice from an appropriately qualified professional. We will not be liable to you in respect of any losses arising out of any event or events beyond our reasonable control. If you have any specific questions about any matter contained herein you must contact TruckAssist Services on 1800 827747. NTI0188. NTI.M2371.022024

Truck Assist's Roadside Assistance services are administered by NTI Limited ABN 84 000 746 109



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**truckassist.com.au**