



17020 118 Avenue • Edmonton, AB • T5S 1S4
Tel: 780-454-1541 • Fax: 780-454-2555
1-833-21 LEASE (5-3273) • www.dit.ca

UPTIME METRICS

To serve you better we are rolling out a new “Uptime Metric” in our continued effort to improve the communication process. Diamond Idealease Fleet Group’s goal is to maintain the fleet in a manner that reduces breakdowns and creates “Uptime” for you, the customer.

Scheduled Maintenance Communication

- Please contact Diamond Idealease Fleet Group during regular business hours of **7:30am – 4:00pm** at **1-833-21LEASE (53273)** or email idl@dit.ca
- Your Diamond Fleet Coordinator will book an appointment at a location that best fits your needs
- If you would prefer, Mobile service tech is also available in most areas and can come to your location and complete repairs or PM’s.

Breakdown Communication during regular business hours

- Normal business hours defined as **7:30am - 4:00pm** Mountain time.
- Contact Diamond Fleet Group representative at **1-833-21LEASE (53273)** or email to idl@dit.ca
- If you have any questions or concerns please contact Dick Kasha, Director of lease maintenance, at dkasha@dit.ca or call **780-732-4915**

Afterhours Breakdowns

- Defined as between **4:00pm – 7:30am** Mountain time
- Contact Idealnet at **1-800-435-3273**
- If you are having issues getting through to Idealnet please call Diamond Idealease **1-833-21LEASE (53273)**
- Information required when calling is as follows -home Idealease location, unit number, location of unit, nature of break down, trailer and load if tow is required and if driver is staying with unit.
- If you have any questions or concerns please contact Dick Kasha Director of lease maintenance, at dkasha@dit.ca or call **780-732-4915**

Towing

- Idealnet and Diamond Idealease will always take care of towing if required but we are **not** financially responsible for loads, drivers meals/lodging or the towing of the trailers.

CyntrX Tracking

- Our fleet group always has fault code tracking screens active and can see areas of concern in real time.
- Your Idealease Fleet coordinator may call you to give you notice that your unit has a issue and to either book it in for a later date or to deal with the problem immediately to avoid unnecessary downtime.

If you have any questions or concerns please feel free to contact me anytime.

A handwritten signature in black ink, appearing to read "Dick Kasha", is written over a thin horizontal line.

Dick Kasha
Director Lease Maintenance
Diamond / Harbour Idealease