

## 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](mailto: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](mailto:idl@dit.ca)
- If you have any questions or concerns please contact Dick Kasha, Director of lease maintenance, at [dkasha@dit.ca](mailto: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](mailto: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.



Dick Kasha  
Director Lease Maintenance  
Diamond / Harbour Idealease