

24 小時緊急支援及拖車服務

遇上機件故障或爆呔？香港汽車會(HKAA) 24 小時緊急支援熱線 9080-9843 幫到您！如緊急支援技術員未能在現場解決機件故障問題，本會會員可獲安排免費基本拖車*服務，將汽車由事發地點拖至指定車房。

您只需要出示有效的 HKAA 會員證，緊急支援技術員將提供協助。

24 小時緊急支援服務包括：

- 汽車急修
- 搭電
- 路邊基本拖車*
- 爆呔換呔**
- 更換電池***
- 運送及入汽油***

*基本拖車是指用拖車專用尾鏟把尾軸車輪升離地面。另外，非路邊拖車服務要額外收費。

**汽車有備用車呔及相關零件(如：鈴鎖、螺絲、母匙等)

***額外收費服務

來電前，請準備以下資料：

- 會員姓名
- 聯絡電話
- 會員號碼
- 汽車確實位置
- 車牌號碼
- 汽車牌子、型號及顏色
- 機件故障的原因及徵兆

會員必須出示您有效的 HKAA 會員卡，緊急支援技術員到場時將即時查核。

條款及細則：

24 小時緊急支援及拖車服務(下稱「服務」)是為機件故障或電力故障之汽車而設。此服務為香港汽車會(下稱「本會」)的會員服務，根據本會的會籍類別、會員福利、服務條款及細則提供。本會有權隨時修改此服務條款及細則，無須另行通知。如有任何爭議，本會保留最終決定權。

- 在服務需求高的情況下，本會的緊急支援技術員(下稱「技術員」)將按緊急程度安排支援服務。路邊機件故障將獲優先處理，非路邊之故障的優先次序為後。
- 汽車在路上出現機件故障，技術員在到場後，急修三十分鐘仍未能解決問題，可按會員要求將汽車由事發地點拖往車房。
- 在技術員到場後，會員或其代理人必須在場。若需要拖車服務，會員或代理人必須在場指示技術員將汽車拖往其指定的車房。若該汽車無人看守，本會將拒絕提供服務。
- 本會沒有義務更換或提供汽車的任何零件。
- 如需要零件、更換電池和/或加汽油以重新啟動汽車，所涉及的所有費用將由會員承擔。
- 新登記車輛之車輛登記文件影印本必須於提供服務後七个工作日内交予本會。車輛登記文件之登記姓名必須與會籍登記姓名相同；否則，本會將不接受該車輛之登記，亦不會提供任何服務予該車輛。
- 在服務過程中任何支付予第三方的費用，即過橋費(往返)、隧道費(往返)、停車場費等，均須由會員承擔。
- 會員如需在午夜後、週末、公眾假期或車房休息時間需要拖車服務，本會會將壞車先拖往本會中心，並於次日由本會中心拖到會員指定車房。本會中心將收取泊車費 HK\$200 / 12 小時。
- 會員在要求服務時，其會員身分或資料因任何原因而未能核實，本會保留拒絕提供服務的權利。如有任何爭議，將要求會員在服務前付款，待會員身分或資料核實後將安排退款。

備註：在有需要的情況下，本會會安排承辦拖車公司為會員提供拖車或急修服務。承辦公司會直接為會員提供服務，本會不負責一切有關服務事宜。任何有關服務之責任，一概由承辦拖車公司負責。

如需註冊車房聯絡資料，可參考機電工程署之車輛維修工場自願註冊計劃，本會將不會介紹任何車房。

Some of the service does not apply to associate membership (membership no. AM-XXXXXX-XX), please contact membership department to upgrade your membership.

24-Hour Emergency Rescue and Towing Service

Having mechanical breakdown or flat tyre? Call 9080-9843 for HKAA's 24-Hour Emergency Rescue and Towing Service. If we cannot rectify your car at the breakdown location, we will arrange free standard towing* service to vehicle maintenance workshop (one location) for HKAA members.

With your personal HKAA membership card, our emergency rescue technician will assist you onsite.

24-Hour Emergency Rescue Service includes:

- Emergency breakdown recovery
- Vehicle jumpstart
- Roadside standard towing*
- Flat-tyre change**
- Battery replacement***
- Petrol top-up***

* Standard towing refers to the use of standard suspended tow to lift the 2-front wheels of the car off the ground. Additional charges apply for non-roadside towing service.

** Vehicle must have its own spare tyre and necessary parts (e.g. wheel lock key, bolt, nut key, etc.)

*** Additional charges apply.

Before you call, please get ready the following details at hand:

- Full name as stated on membership card
- Contact number
- Membership number
- Exact location of breakdown
- Car plate number
- Make, model and colour of car
- Cause of breakdown / symptoms

Members must present valid HKAA membership card for verification by the emergency rescue technician.

Terms and Conditions

24-Hour Emergency Rescue and Towing Service ("service") is rendered to cars that cannot be driven due to mechanical or electrical failures. The service is provided to HKAA Members under the membership category, entitlement and are governed by HKAA policy and terms and conditions. HKAA reserves the right to amend the policy and terms and conditions without prior notice. In any case of dispute, the decision of HKAA shall be final.

- In the event of high demand of the service, HKAA emergency rescue technician ("technician") has the right to prioritize members' requests. Mechanical roadside breakdown will have higher priority than non-roadside breakdown.
- In the event that the car cannot be restarted within 30 minutes after technician's arrival at the breakdown location, it will be towed to vehicle maintenance workshop (one location) upon members' request.
- Member or his/her appointed representative is required to be present on arrival of the technician. When towing service is required, member or his/her representative must be present to instruct the technician of the destination where the car is to be towed. HKAA will not provide any service for attended vehicles.
- HKAA is under no obligation to replace or provide any part(s) to the broken-down vehicle.
- In the event that repair parts, battery replacement and/or petrol top-up is required to restart the car, any cost incurred will be borne by the member.
- New vehicle registration document must be submitted to HKAA within 7 working days following provision of the service. Name on vehicle registration document must be the same as the member's name; otherwise, the vehicle concerned will not be registered as a nominated car and the service rendered to the vehicle concerned will not be effective.
- Members are required to bear any fees payable to third party in the course of attending to their cars, i.e. bridge fees (round trip), tunnel tolls (round trip), car park fees, etc.
- When towing service is requested after midnight, during weekend, public holiday or vehicle maintenance workshop is closed, the vehicle will be towed to HKAA depot before towing to the member's designated maintenance workshop on the following day. A parking fee will apply at the rate of HK\$200 / 12 hours.
- HKAA reserves the right to refuse providing service to member which the membership status or member's information cannot be validated. In the case of any dispute, members will be requested to settle the payment before the service. A refund will be arranged upon verification of membership status or information.

Note: Subject to availability of HKAA's service, HKAA may arrange an independent towing service contractor ("the contractor") to provide towing service or rescue service to its members. The contractor will be the member's direct contractor and HKAA will not be responsible for any matters in relation to the services offered. The contractor will be solely responsible for all obligations and liabilities relating to such service.

Members can access the registered garage information from the Voluntary Registration Scheme of Vehicle Maintenance Workshops from Electrical and Mechanical Services Department. HKAA will not recommend any garages.

額外收費服務 Additional charges payable by member

	場地 Location	服務項目 Types of service	收費 Charges
1	路邊 / 非路邊 Roadside / Non-roadside	汽車急修 Emergency breakdown recovery	免費 FREE
2	非路邊 Roadside / Non-roadside	搭電服務 Jump start service - flat battery	免費 FREE
3	路邊 Roadside	緊急支援拖車服務 Emergency towing service	免費 FREE
4	路邊 / 非路邊 Roadside / Non-roadside	爆呔換呔 - 有備用車呔及相關零件 Flat tyre, change tyre service (with spare tyre and necessary parts)	免費 FREE
5	路邊 / 非路邊 Roadside / Non-roadside	爆呔或缺零件之拖車 / 運送輪胎至店舖修補 Towing service for flat tyre or missing of parts / delivery of tyre	HK\$800/起 up
6	非路邊 Non-roadside	拖車服務 - 非路邊汽車故障 Towing service - mechanical breakdown off-road	HK\$800/起 up
7	非路邊 Non-roadside	拖車服務 - 第二程或額外車程 Towing service - second destination / extra distance	HK\$800/起 up
8	非路邊 Non-roadside	車輛運送服務 Vehicle transportation service	HK\$800/起 up
9	非路邊 Non-roadside	電單車運送服務 Motorcycle transportation service	HK\$600/起 up
10	非路邊 Non-roadside	更換電池服務 Car battery replacement service	面議 Negotiable
11	路邊 / 非路邊 Roadside / Non-roadside	運送汽油 Delivery of petrol	HK\$550/起 up (\$200 汽油 Fuel)
12	路邊 / 非路邊 Roadside / Non-roadside	要求使用輔助輪 Request to use dolly wheels	HK\$400
13	-	過夜泊車 Overnight parking	HK\$200 / 每 12 小時 hr
14	-	車輛資料不符 或 沒有登記車輛 Incorrect car information or non-registered car	HK\$1,000* (HK\$650 deposit 按金)
15	-	即時額外車輛登記 Application for an additional car on the road	HK\$1,100
16	-	會員過期即時續會 (只限過期 6 個月內) Reinstatement on the road (membership expired within 6 months)	HK\$1,380
17	-	非會員即時入會 Non-member join membership on the road (JOR)	面議 Negotiable
18	-	其他服務收費 Other service	面議 Negotiable

備註 Note :

- 非路邊包括但不限於停車場及室內停車位。Non-roadside includes but not limited to carpark and indoor parking area.
- 在提供服務前，將徵求會員或其代表對報價的同意。會員須在服務前付款。Member's or his/her representative's agreement on the quotation will be sought before the service. Payment must be settled before the service.
- * 如需要服務之車輛型號或車牌號碼，沒有於本會登記，本會於提供服務前會收取 HK\$1,000 (包括 HK\$650 按金) 或要求提出信用卡擔保之情況。如需取回按金，會員必須務請於提供服務後七個工作天內，提交/更新車輛登記文件(登記車主的全名必須與會籍登記姓名相同)予本會，按金會於收妥文件及與其他相關服務費相抵消計算後(如有)，以支票形式退還給會員。如以信用卡擔保付款，本會會於服務後七個工作天後直接於信用卡收取 HK\$1,000 或於收齊文件後只收取 HK\$350 行政費及其他服務費(如有)。If the car model or plate number of the service vehicle is not registered with HKAA, we will charge HK\$1,000 (including HK\$650 deposit) or request credit card authorization guarantee before providing the service. Such deposit will be refunded to member by cheque after calculation of other service(s) (if any) and upon receive of new vehicle registration document (Register Owner's name must be the same as member's name) within 7 working days following provision of the service. If payment is guaranteed by credit card, HK\$1,000 will be charged directly after 7 working days or HK\$350 administration fee plus other service fee (if any) upon receipt of documents.

其他額外收費之服務 Other service that are subject to quotation and availability :

- 在路上發生事故而不能駕駛的汽車(包括所有電動車輛)，例如：汽車撞在石壘、汽車撞到燈柱、翻車、落坑、著火、擋風玻璃或窗戶損壞等或其他類似事件；上述要求的拖車服務需運用額外吊車或拖車協助。Vehicles, inclusive of electric vehicles, that cannot be driven due to an accident, e.g.: vehicle mounted on curb, knocked into poles, overturning, wheels fall into a pit, caught fire and vehicles with damaged windscreen / windows or to other similar occurrences, and where extra facility (e.g. additional crane / recovery truck, etc.) is required for the requested tow.
- 如職員或技術員了解情況後，認為可以急修解決問題，但直接要求拖車服務。If it is the staff or technician's judgement that the car can be recovered but member insists on straight tow service (to vehicle maintenance workshop).
- 所有車輛(包括所有電動車輛)非機件故障下壞車而要求之拖車服務，例如車燈或水撥損壞、行車證失效、車匙/防盜問題、引擎室或其他車身部分藏有動物或異物、電動車輛無電、冷氣失靈、超重、車主自行改低車身及車身距離地面高度過低等。Towing service for vehicle, inclusive of electric vehicles, which is not a mechanical breakdown, e.g. failure in lights / wipers, invalid vehicle licence, key problems, alarm system failure, animals or foreign objects found inside the engine or other parts, electric vehicles run out of power, air-conditioner failure, overweighed, low ground clearance, etc.
- 車輛曾經改裝或加闊車呔，拖車服務需運用額外吊車或拖車協助。Towing for modified vehicles or vehicles with wheel spacers where extra facility (e.g. additional crane / recovery truck, etc.) is required for the requested tow.
- 由車房拖至另一車房。Towing for workshop-to-workshop transfer.
- 由事發地點拖至車房或本會中心以外之地方，包括住處。Towing from breakdown location to a destination other than a vehicle registration workshop or HKAA depot, including residences.
- 第二程拖車(指會員在到達第一個指定地點後再要求拖往另一個指定地點)。Second towing (i.e. the member request towing service to another designated location after arriving at first destination).



我們的位置
Our Location

香港汽車會總辦事處
HKAA Headquarters

香港汽車會灣仔服務中心
HKAA Wanchai Service Center



九龍彌敦道 391
391 Nathan Road, Kowloon, HK



香港灣仔馬師道新填地
Marsh Road, Wanchai, Hong Kong

24 小時緊急支援熱線
24-hr Emergency Rescue Hotline

9080 9843

一般查詢 General Enquiry

電話 Tel : 3583 3638
傳真 Fax : 3583 4120
電郵 E-mail : general@hkaa.com.hk

保險部 Insurance Section

電話 Tel : 3583 3616/ 9313 8339
傳真 Fax : 3583 4066
電郵 E-mail : insurance@hkaa.com.hk

會員部 Membership Section

電話 Tel : 3583 3615
傳真 Fax : 3585 5514
電郵 E-mail : membership@hkaa.com.hk

汽車船運服務 Auto Transport Service

電話 Tel : 3583 3616 / 9313 8339
傳真 Fax : 3585 4066
電郵 E-mail : shipping@hkaa.com.hk

市務及推廣 Marketing & Promotion Section

電話 Tel : 3469 7113
傳真 Fax : 3583 4120
電郵 E-mail : marketing@hkaa.com.hk

驗車及技術支援 Car Inspection & Technical Service

電話 Tel : 9688 3896
傳真 Fax : 3585 5518
電郵 E-mail : tss@hkaa.com.hk

網址 Website - <http://www.hkaa.com.hk>