

# PLATINUM TIRE AND RIM *SERVICE PROCEDURE*

**PLATINUM TIRE&RIM**  
PROTECTION 



## Service Submission:

For direct access to the tire and rim service department:

Email: [tireservice@firstcanadian.ca](mailto:tireservice@firstcanadian.ca)  
Phone: 780-417-5486

## For tire +/-or rim replacement and rim repair service:

- Complete the service form including customer and vehicle information, complete parts and labour estimate(s), Details of Incident section and have customer sign the service form.
- Take pictures of the punctured tire or rim damage.
- Email the pictures and service form to PTRP at [tireservice@firstcanadian.ca](mailto:tireservice@firstcanadian.ca) for review.
- PTRP will advise on service status upon review of service submitted.

Replacements must be pre-authorized, failure to do so will result in non-reimbursement.

## For tire repairs:

- The puncture repair must be completed with the tire being removed from the rim and a rubber stem patch assembly installed to the inner liner to prevent air loss. Do not use only a plug, only a patch, or an outside-in tire repair / on the wheel repair.
- Submit a signed copy of the repair order for payment.
- Maximum limit for tire repairs is \$40.00 including taxes.

## Payment:

Once completed submit signed repair order to PTRP.

For replacements and sublet, include a copy of the invoice showing the cost to purchase the tire +/-or rim or the sublet rim repair.

Email: [tirepayables@firstcanadian.ca](mailto:tirepayables@firstcanadian.ca)  
Mail: **Platinum Tire and Rim Protection**  
320 Sioux Road  
Sherwood Park, AB T8A 3X6  
**Any questions or concerns, call 780-417-5486**



**Address:** 320 Sioux Road, Sherwood Park, AB T8A 3X6

• **Tel:** 780-417-5486 • **Toll Free Fax:** 1-800-304-4031 • **Email:** [tireservice@firstcanadian.ca](mailto:tireservice@firstcanadian.ca)

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