



## Fair Wear & Tear Guide

### **Light Commercial Vehicles**

Guidelines for when a Light Commercial Vehicle comes to the end of its lease term.



0800 438 435  
[www.fleetpartners.co.nz](http://www.fleetpartners.co.nz)

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**Please use this guide to avoid unforeseen costs and if you have any questions, please call your account manager.**

The information in this booklet is current at time of printing only (September 2019). For the most up-to-date information, please refer to our website [www.fleetpartners.co.nz](http://www.fleetpartners.co.nz)



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# Light Commercial Vehicles

FleetPartners recognise that your LCV is vital to the day to day operation of your business and that the vehicle will have worked hard for its living.

## Driver Care

Vehicles must be maintained in accordance with manufacturers guidelines, as per the instructions in your lease agreement. Routine servicing should be undertaken at recommended intervals by authorised agents. Take care to ensure that the vehicle's service record is kept up to date and stamped each time.

Drivers must ensure that oil and coolant levels are checked regularly and maintained at appropriate levels between services. Please follow any other checks and procedures in the vehicle's maintenance guide.

## Additional help at hand

We understand that fair wear and tear and sometimes damage are part of the life of a lease vehicle. We will always work with you to provide ways to minimise any costs for repair that needs to be charged at the end of your lease.

We offer a variety of programmes to assist in reducing your end-of-lease costs:

- » Driver awareness and training
- » Defensive driver education
- » Recommendation on vehicle specifications including accessories
- » Utilisation of our accredited supplier network for vehicle servicing and repairs (including panel repair)

We want your end of lease experience to be as easy as possible. Please ask your account manager to assist in the management of any end-of-lease requirements you may have.



# Seating



**Important Information:** Please note that in line with the Tobacco Control Act and Tobacco Control Regulation (TCAR), smoking is prohibited in all vehicles used for business purposes. To ensure valet charges are not incurred, please do not smoke in FleetPartners vehicles.

## What's acceptable?

### **Light Staining**

Provided it can be completely removed by steam cleaning.

### **Fading or discolouring**

Provided it has been caused by exposure to sunlight and not from contact with other substances (e.g. corrosive cleaning solvents).

### **Ageing through normal usage**

Any wear that is due to ageing or normal usage, including surface cracks and threadbare fabric.

## What's not acceptable?

### **Stains that permanently damage the texture of the seat fabric**

**(a)** Typical causes: tar, oil, grease, paint, concrete.

### **Cuts, rips or tears (b)**

Typical causes: carrying inappropriate items or wearing unsuitable clothing, carrying keys on belts, or not correctly restraining loads.

### **Burns (c)**

Typical cause: cigarettes, corrosive substances on clothing.

**Damage to seat structure (internal or external)** Typical causes: carrying inappropriate items, imposing excessive force on seat, failing to inform us that worn fabric requires remedial repair, removing seats temporarily or permanently.

## We recommend:

- » Fitting seat cover in environments where drivers' clothing becomes soiled. Please contact us if seat covers are required.
- » Advising staff members not to place heavy materials or equipment on the seats of the vehicle.
- » Encourage your staff to treat the seating with care. Ensure they understand that your company will be charged for any significant damage.
- » Ensure that seats are not removed without our authorisation. If it is agreed, seats removed are to be stored and refitted before the vehicle is returned.
- » Ensure extra seating is not used for storage of tools and other materials. Contact us if you need tool boxes fitted to the chassis.
- » If a seat cover is showing wear, please replace it.



## Floor – Cab Area



## What's acceptable?

**Wear that is due to ageing or normal usage**

## What's not acceptable?

**Staining that cannot be removed by steam cleaning**

Typical causes: tar, oil, grease, paint, concrete.

**Burns to carpets or lining fabrics**

Typical cause: cigarettes, corrosive materials

**Tears or rips in carpet (a)**

## We recommend:

- » Use commercial floor mats and replace as frequently as required for proper protection. Contact us for the correct floor coverings for your needs.
- » Ensure floor coverings, whether fitted or removable, are cleaned regularly to avoid substance build up.
- » Encourage staff to ensure their boots and clothes are as clean as possible before entering the vehicle.
- » If floor mats are showing wear, please replace them.



# Dashboard, Fascia & Trim





## What's acceptable?

### **Light scratches**

That are visible but cannot be felt. Typical causes: clipboards, map-binders, pens, etc.

### **Moderate to heavy scratches**

Up to 10cm long provided they are isolated.

## What's not acceptable?

### **Moderate to heavy scratches over 10cm in length**

Typical causes: storage of tools or equipment, accident damage, vandalism and negligence.

### **Multiple scratches under 10cm in length which can be felt**

### **Cuts, dents and tears including seat belts and door rubbers (a)**

### **Burns**

Typical cause: cigarettes, corrosive substances on clothing.

### **Staining**

Typical causes: tar, oil, grease, paint, concrete.

### **Removal of any item or accessory supplied with the vehicle, or subsequently fitted at our expense (b)**

Unless done with our prior written approval (e.g. glove box, ashtray, cup holder, door pocket, radio, radio security device).

### **Door trim torn or missing**

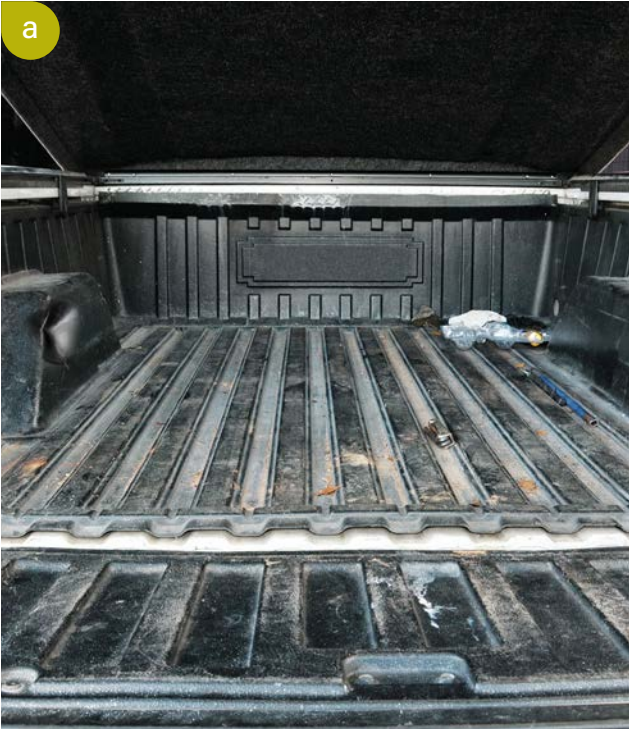
### **Untidy holes where after-market items have been removed (c)**

## We recommend:

- » The latest fitting techniques are used to fit radios and phones, etc. Call us for assistance with fitting options.
- » Encourage your staff to treat the interior with care. Ensure they understand that your company will be charged for any significant damage.
- » Contact us for written approval if you want to fit, remove or replace any accessory in a vehicle on contract to you.
- » Any accessories fitted at your expense may be removed before the vehicle is returned to us, provided any accessory supplied with the vehicle is replaced in its original position. Care should be taken when fitting and removing accessories.



# Load Area



## (Cargo Space) Vans – Wellside

**Load area, floor, bulkhead, wheel arches, side panels & door panels**

### What's acceptable?

#### **Wearing away of paint on interior surfaces**

This is unavoidable in load-bearing areas.

#### **Dents under 3cm in depth**

As long as the floor and wheel arch retain their original shape and the metal is not pierced or stretched.

### **Light substance residues**

Earth, oil, dust and cement.  
All scratches

## What's not acceptable?

### **Dents over 3cm in depth or dents that have changed the overall shape of a panel**

Typical causes: collision or impact damage.

### **Piercing of interior panels**

### **Panelling that is bent or otherwise deformed**

Typical causes: carrying inappropriate weights, failing to secure loads correctly.

### **Excessive substance residue which can't be removed**

Typical examples: tar, concrete, paint, spills.

### **Welds that have separated due to the movement of insecure loads**

### **Corrosion caused by acid spills**

Typical example: chlorine

## Load Area – Flat Decks

### What's acceptable?

#### **Cracked or splintered wooden decks**

### What's not acceptable?

#### **Missing or broken boards**

#### **Missing tail gates/drop sides**

#### **Pierced metal decks**



# Chassis



## What's acceptable?

### Minor scratches and dents

**Scratches and chipping of paintwork to exposed areas of chassis** Wheel arches area.

### Chassis with minor scuffing and dents

## What's not acceptable?

**Any significant damage** Including twisted or bent chassis rails.

### Extensive rust

### Undercarriage damage

**Bent and twisted chassis** Chassis are designed to standards for the intended use of each vehicle – do not exceed these limits.

### Cracking

### Unauthorised chassis modification

### Missing or broken cab steps or step pad

## We recommend:

- » Fitting belly plates for vehicles driving on construction sites or off-road.
- » Anti-corrosion treatment to chassis and driveline.

# Bumpers



## What's acceptable?

### **Areas of scratching and scuffing**

Scratches up to 10cm that do not penetrate to primer or bare metal (excluding load areas).

### **Dents up to 3cm in diameter**

Provided the bumper retains its shape and rigidity.

## What's not acceptable?

### **Any bumper that is incomplete, cracked, twisted or misaligned**

### **Substantial damage where a bumper no longer retains its structure and rigidity**

### **Any dent over 3cm in diameter**

Unless the damage is adjacent to a loading area.

### **Scratches that go through to bare metal or primer (using finger nail as guide)**

## **We recommend:**

- » Fitting appropriate protection bars.
- » Fitment of peeper windows.
- » Fitment of fisheye mirrors.



# Glass, Lamps & Mirrors



## What's acceptable?

### **Light scratching and/or minor chipping of any windscreen or window glass (see below)**

Provided it is still to Warrant of Fitness (WOF) standard and no heating elements are affected.

### **Light scratching and/or minor chipping of any lamp glass**

Provided it remains watertight and is still to WOF standard.

## What's not acceptable?

### **Windscreen damage within the driver's line of sight (a)**

**Anything that would cause the vehicle to fail a Warrant of Fitness (WOF)/Certificate of Fitness (COF)**

**Damage that affects heating elements on a rear screen**

**A hole or crack in a lamp glass or lens (b)**

**Damage to mirror glass or surround, framework or support**

**Fitment of non-genuine mirrors without prior approval**

NB. If there is windscreen damage that has occurred before the return of the vehicle, please ensure it is repaired before return.

## We recommend:

- » Fitting belly plates for vehicles driving on construction sites or off-road.
- » Fit windscreen stone guards.



## Accessories & Signwriting



### What's acceptable?

**Removal of any accessory that was fitted at the customer's expense** Provided that any damage caused by its removal is made good.

**Fading of paint adjacent to signage/decal livery**

**Crimping of gutter rails caused by the fitting of roof racks**

**Decal stains**



## What's not acceptable?

### **A damaged or missing aerial (a)**

#### **Excessive damage to gutters rails caused by the misuse of roof racks**

Such as over loading

#### **Damage caused through an incorrectly fitted accessory**

Such as a roof rack or towbar.

#### **Damage caused by the removal of an accessory**

#### **Removal of an item that was supplied with the vehicle or subsequently fitted at our expense**

#### **Rust at holes due to the fitment/removal of two-way aerials fitted to the body**

#### **Damage to paintwork caused by improper fitting and removal of trade/business signage (b)**

Such as razor cuts caused when decals are fitted or removed.

#### **Uneven paint finish or colouration in areas that have been under business signage**

## We recommend:

- » All fitted accessories supplied with the vehicle are returned with the vehicle.
- » On the conclusion of your lease, you have the option to leave the removal of any company signage to us. A charge will be made for this service, however it will ensure the job is completed satisfactorily. You will also receive the added advantage of the discounts available through us from our body-work specialists.
- » Where possible fit rubber coated aerials or aerials with quick removal stems. This will avoid the cost of replacing the entire aerial base. We can advise on accessory selection.
- » Fit two-way aerials to gutter mounts or appropriate body locations to avoid drilling holes in the cab roof. We can advise on accessory fitment.



## All Panels, Vans, Utes – Wellside/Flat deck



### What's acceptable?

**Minor chipping of paintwork that can be attributed to normal use**

Typical examples: chipping caused by flying road stones to front panels, intake canisters and side mirror surrounds.

**Isolated dents up to 3cm in diameter**

Provided the paint work or other surface finish remains unbroken and not stretched.

**Scratches up to 10cm that do not penetrate to primer or bare metal (excluding load areas)**

**Heavy scratching below loading doors**

Provided it is attributable to normal loading and unloading

**Heavy scratching below driver and passenger doors**

Provided it is attributable to normal cab entry and exit

## What's not acceptable?

### **Scratches that go through to bare metal or primer**

(using finger nail as a guide)

### **Excessive scratching in a localised area showing bare metal or primer (excluding load areas)**

Due to misuse or negligence

### **Dents over 3cm in diameter**

### **Multiple dents in one area where the area is over 3cm**

### **A minor dent that has broken through the paint to show primer or bare metal or stretched the paint.**

### **Repair work that hasn't been carried out to an acceptable standard**

### **Rust caused by an ill fitted accessory**

### **Dents in roof panels over 3cm in diameter**

### **Four or more spider rust over 2.5cm in diameter**

### **Bird droppings that have not been cleaned off and have left a corrosive surface.**

## We recommend:

- » Don't allow vehicles to carry inappropriate goods or to visit locations for which they are unsuited.
- » Ensure that all reasonable precautions are taken to protect any bodywork that is at risk of damage.
- » Monitor the condition of vehicles. Have your staff complete annual inspections. Call us for inspection sheets.
- » Ensure repairs are carried out to industry standard.
- » Ensure staff do not walk on any van roof e.g. when securing loads to roof racks.
- » Ensure signwriting or decals are professionally removed.
- » Fit catwalks to cabs of refrigeration vans.
- » Regularly wash your vehicle to remove bird droppings as these can become corrosive.



# Wheels, Tyres & Tools



## What's acceptable?

**Surface scratches and scuffs to wheel trims and alloy wheels**

## What's not acceptable?

**Alloy wheels that are gouged, bent or cracked or where damage is in excess of 15cm (a)**

Including the spare.

**Missing spare wheel, tools and jack**

**Significant damage to the sidewalls of tyres (b)** Typical cause: curbing.

**Replacement tyres that don't meet the recommendations of the vehicle manufacturer, re: type, size and speed rating**

**Tyres that aren't up to Warrant of Fitness (WOF) standard**  
Including the spare.

**Damaged or split wheel trims and rims**  
Typical cause: curbing.

**Damaged wheel guards**

### **We recommend:**

- » Ensure tyre pressures are regularly maintained.
- » Ensure qualified tyre experts carry out regular tyre inspections. We can assist with tyre inspection programmes.
- » Fit tyre pressure decals to wheel arches.

## Bodies & Ancillary Equipment

What's acceptable?

**Some floors may be cracked or splintered**

What's not acceptable?

**Floors that have dents, holes, missing or broken floorboards**



# End of Lease

Vehicles must be maintained in accordance with manufacturers' guidelines, as per the instructions in your lease agreement.

## Keys and remote devices

All sets of keys, remote devices, roof rack keys, canopy keys, hard lid keys, manuals, service books, tooling, etc. delivered with your vehicle, including spares, must be returned at the end of the lease. A charge will apply for any that are not returned with the vehicle. Please take special care of keys and other master keys for engine management systems as the cost of replacing these can be significant.

## Vehicle Inspections

Upon return of the vehicle an inspection will be completed with a report documenting the vehicle condition at the end of the lease.

Charges are applicable if:

- » A vehicle has not been maintained in the recommended manner
- » Any component has deteriorated as a result of driver negligence.

## We recommend:

Booking your vehicle in for a pre-return inspection through your FleetPartners Account Manager, phone: 0800 438 435





## Our Offices

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