



# Driver's Guide

## **FleetPartners welcome you**

to your FleetPartners Lease Vehicle. This driver's guide is designed to answer most queries you may have regarding the use and maintenance of your vehicle.



0800 532 738

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

## Emergency telephone numbers



### Accident – 0800 438 435

If this service is included in your contract contact us to help. Please refer to your Driver Pack and complete the Accident Form to ensure accurate details are taken.

### Breakdown – 0800 438 435

Please note this service only covers mechanical breakdowns. Any driver-induced breakdowns eg. lights left on and battery drained, will be on-charged.

### Lost Fuel Cards – 0800 372 632

Email your company name, name on fuel card and vehicle registration to us immediately:

(Mon-Fri 8.30am-5pm)

[fuelcard@fleetpartners.co.nz](mailto:fuelcard@fleetpartners.co.nz)

### Tyres – 0800 802 080

Tyres need replacing or repair? Take your vehicle to the closest and advise them that you are a FleetPartners customer. Locate your closest Bridgestone online, or contact Bridgestone direct.

[www.fleetpartners.co.nz/service-locator](http://www.fleetpartners.co.nz/service-locator)

### VCA/COF/RUC

You, as the driver, are responsible for ensuring replacement of your COF at the appropriate time and that your RUC's are kept up to date. VTNZ is our preferred supplier. For a full list of outlets please refer to our service finder tool.

[www.fleetpartners.co.nz/service-locator](http://www.fleetpartners.co.nz/service-locator)

### Windscreen – 0508 132 444

Your insurance company should be contacted in the first instance as windscreens form part of your insurance policy. If your company does not have cover for broken or damaged windscreens, we have negotiated favourable rates on your behalf.

## Returning your vehicle

### Transport, Diesel & Marine, Auckland

8 Prescott Street,  
Penrose, Auckland

### Truck Stops, Wellington

21 Barnes Street,  
Lower Hutt, Wellington

### Truck Stops, Christchurch

38 Waterloo Road,  
Sockburn, Christchurch

### Cooke Howlison, Dunedin

52 Teviot Street,  
South Dunedin

### Other locations available on request - 0800 532 738

At the end of the lease period, the vehicle should be returned back to our nominated locations.

Please note that the condition of the vehicle is your responsibility and costs may be incurred by your company if it is not returned in a condition that is acceptable – to view the Fair Wear and Tear brochure visit [www.fleetpartners.co.nz/resources](http://www.fleetpartners.co.nz/resources)



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### Buying your vehicle

Look after it like it's your own – one day, it might be.

At the end of a lease, because you know your vehicle's full history, you or a friend may want to buy it.

You could be surprised at how little it may cost, compared to buying a similar model second hand.

**Buyline: 0800 532 738**

## What may a fully maintained operating lease cover?

- All scheduled servicing (as per the manufacturer's recommendations).
- All maintenance repairs due to fair wear and tear including wheel alignment.
- Replacement tyres (in accordance with your company's lease agreement).
- Vehicle registration – these will be sent to your fleet administrator prior to your registration expiry.
- Vehicle Condition Assessment and Certificates of Fitness (VCA/COF) see further notes in this pack.
- Roadside assistance – in the case of an accident or breakdown (24 hours, 7 days a week).

**NB. If your vehicle is on a non-maintained operating lease contract, all running costs are at your company's expense. Please consult your fleet administrator to confirm what is covered by your lease.**

## Your responsibilities:

As a driver of the vehicle it is your responsibility to ensure it is kept roadworthy, in top condition, and compliant with all of the New Zealand Transport Authority (NZTA) regulations.

## What is not covered:

- Repairs required as the result of accident damage, vandalism, neglect or abuse – this may include panel damage, broken windscreens, missing wheel trims, cracked headlights, incorrect fuel, water in fuel, etc. NB. the damage outlined may be included in your insurance, depending on the cost and parameters of your policy.
- Fuel and AdBlue costs.
- Operators of diesel vehicles are required to pay Road User Charges once the initial amount included at delivery of the vehicle expires.

## Vehicle condition assessments/certificates of fitness

Whilst the cost of renewing VCA/COF is covered in a Fully Maintained Operating Lease, you are responsible for ensuring replacement at the appropriate time.

Please familiarise yourself with the expiry date of the VCA/COF supplied with the vehicle and ensure they are renewed. VTNZ stores are our preferred supplier. They have branches throughout New Zealand for your convenience.

**Please ensure you inform VTNZ you are a FleetPartners customer. Locate your nearest VTNZ at: [www.fleetpartners.co.nz/service-locator](http://www.fleetpartners.co.nz/service-locator)**

## Vehicle registration

As a driver, it is your responsibility to check the vehicle registration label. Never drive an unregistered vehicle – it is illegal and you may not be covered by insurance in the event of an accident.

For vehicles where we arrange registration, labels are forwarded to your company fleet administrator. Once received, please remove the old label and affix the new one to the vehicle.

## Breakdown assistance

First Assist provides a 24 hour roadside assistance program in case of breakdown. If the cause of the fault is mechanical First Assist will arrange for charges to be sent to FleetPartners or have the vehicle fixed under the manufacturer's warranty.

If the breakdown is deemed to be driver-induced then the charges will be the responsibility of the company and on-charged. Examples of breakdowns that fall into this category are (but not limited to) lockout, jumpstart, flat tyre(s), towing etc.

## Road user charges (RUC)

It is your responsibility to ensure that the RUC's are kept up to date. Please be aware that you will be responsible for any infringements incurred.

**If FleetPartners manage your RUC and you did not receive your RUC label in time, please contact us on 0800 438 435**

## Traffic infringements

Please pay traffic infringements and parking tickets promptly. If FleetPartners receive these, they are forwarded to your company for payment. Failure to pay fines may result in additional costs.

## Servicing your vehicle

Please ensure that your vehicle is serviced in accordance with the manufacturers' recommended service intervals and that the service book is presented and stamped. When repairs are necessary they should be undertaken as soon as possible.

You will need to complete regular safety checks including tyre pressure, coolant and oil level checks, throughout the life of your vehicle, as recommended in the owners manual for the vehicle.

### **Advise the service centre: 'It is a FleetPartners vehicle!'**

The service centre will ring our maintenance centre for authorisation. On the scheduled day ensure the vehicle handbook is left in the vehicle and reconfirm with the service agent that it is a FleetPartners vehicle.

**Under no circumstances should you negotiate with the service agent about work to be completed - this is our responsibility. Do not allow the service agent to get you to pay for any work they may complete.**

## Accident management

Please check with your fleet manager to see if this service is available to you.

The accident assistance service can assist you to:

- Make any emergency calls
- Have the vehicle towed to an approved repairer.
- Reach your intended destination.
- Organise for a replacement vehicle.

## Tyres

If your tyres need replacing or repair please take your vehicle to a Bridgestone service centre and advise them that you are a FleetPartners customer.

**Find your nearest service centre online at: [www.fleetpartners.co.nz/service-locator](http://www.fleetpartners.co.nz/service-locator)**

## Windscreens

Damaged windscreens are not covered in your lease. Your insurance company should be contacted in the first instance for advice.

If your company insurance policy does not have cover for broken or damaged windscreens or glass, we have negotiated favourable rates on your behalf. Simply advise the supplier you are a FleetPartners customer.

To ensure you receive preferential rates please identify yourself as a FleetPartners customer. Payment in this case will be yours or your company's responsibility and will be invoiced to you by FleetPartners.

## A word about fair wear and tear

A copy of our 'Fair Wear and Tear' guide is available on the FleetPartners website. Please visit [www.fleetpartners.co.nz/resources](http://www.fleetpartners.co.nz/resources) to familiarise yourself with these guidelines to avoid any charges when your vehicle's lease expires.

**A copy of this Drivers Guide can be found on our website at: [www.fleetpartners.co.nz/resources](http://www.fleetpartners.co.nz/resources)**

### **Auckland**

61 Mountain Road,  
Mt Wellington,  
Auckland

T 09 570 3900

F 09 570 3999

### **Hamilton**

17 Sunshine Rd,  
Te Rapa,  
Hamilton

T 0800 372 632

### **Wellington**

20-22 Barker Street,  
PO Box 11800,  
Wellington

T 04 802 2730

F 04 801 8101

### **Christchurch**

Cnr Montreal  
& Wilmer Street,  
Christchurch

T 03 358 2360

F 03 377 1336

### **Melbourne**

- Head Office  
Level 3,  
40 River Boulevard  
Richmond, VIC 3121

T +61 3 8416 5300

F +61 3 8416 5303

### **Sydney**

Level 6,  
601 Pacific  
Highway St  
Leonards, NSW  
2065

T +61 2 8398 9080

### **Brisbane**

Unit 4,  
20 Rivergate Place  
Murarrie,  
QLD 4172

T +61 7 3015 9200

F +61 7 3015 9299

### **Perth**

Unit 3,  
34 Mumford Place  
Balcatta,  
WA 6021

T +61 8 6454 6100

F +61 8 9382 2071

## Details of "Accident"

If you have an accident, please fill out this form at the scene. It can also be helpful to take photographs with your mobile phone. **DO NOT ADMIT LIABILITY.**

Date:	Time:	<input type="checkbox"/> Day (light) <input type="checkbox"/> Night (dark)
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Place of accident:

Condition of road: <input type="checkbox"/> Wet <input type="checkbox"/> Clear <input type="checkbox"/> Dry <input type="checkbox"/> Overcast <input type="checkbox"/> Raining	Your Registration No:
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## Other Vehicle

Name of other driver:

Address:

Phone No:

Driver's Licence No:

Registration No:

Insured by:

## Witness

Witness name:

Address:

Phone No:

## Damage to property

Damage:  Car  Premises  Fixtures (eg. Fence, Lampost etc)

Other (please explain):

- » Accident and Breakdown Assistance
- » Vehicle Service
- » Customer Service



0800 532 738  
www.fleetpartners.co.nz

## Drivers notes on accident

Include estimated speed of vehicles; traffic, manoeuvre being undertaken, signalling or lack of etc.



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## Do not admit liability

Indicate below the exact position of the vehicles involved. Show skid marks and measurements if possible, indicate your vehicle as number 1 (other vehicles as 2, 3, 4 etc).

