



Driver's Guide

Welcome to your FleetPartners lease vehicle.

This driver's guide contains all the information regarding the use and maintenance of your vehicle.



0800 438 435
www.fleetpartners.co.nz

Call our Customer Support Team for help with these services.

T: 0800 438 435

E: service@fleetpartners.co.nz

Warrants/Certificates of Fitness

Please familiarise yourself with the expiry date of the WOF/COF supplied with the vehicle and ensure they are renewed. VTNZ is our preferred supplier and has branches throughout New Zealand. **Locate your nearest VTNZ centre in the Service Locator in our Driver App or on our website. Please advise VTNZ 'It is a FleetPartners vehicle!'**

Roadside Assistance

24-hour Roadside Assistance is included in Fully Maintained and Managed Maintenance contracts. If the cause of a vehicle breakdown is mechanical, the charges will be sent to FleetPartners or the vehicle will be fixed under the manufacturers' warranty. If the breakdown is due to driver negligence, the charges will be on-charged to your business. Examples of breakdowns that fall into this category are (but not limited to) lockout, jump-start, flat tyre(s) due to under inflation, and overheating due to no water in radiator.

Vehicle Registration

As a driver, it is your responsibility to ensure that the vehicle registration is up to date. 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 manage ongoing registrations, labels are forwarded to the driver or to your Fleet Manager. Once received, please remove the old label and affix the new one.**

Road User Charges (RUC)

If your vehicle is diesel powered, 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. **For vehicles where we manage RUCs, labels are forwarded to the driver or to your Fleet Manager. Once received, please remove the old label and affix the new one.**

Traffic Infringements

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

Servicing Your Vehicle

When booking your vehicle for a service, please advise the service centre 'It is a FleetPartners vehicle.' Please ensure that your vehicle is serviced in accordance with the manufacturers' recommended service intervals and the service book is presented and stamped.

For repairs that are not covered by your lease, an approval for the job will be sent to your Fleet Manager before carrying out the repairs. You should complete regular safety checks including tyre pressure, coolant and oil level checks. The service allowance for all manufacturers is noted below. Should your vehicle be booked outside these guidelines, your business may incur costs.

All Manufacturers	By kms	By time
	+/-	+/-
	2,000	4 weeks

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 without your Fleet Manager's approval.

Accident Management

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 your closest service centre and advise the service centre 'It is a FleetPartners vehicle.' Locate your nearest service agent in the Service Locator in our Driver App or on our website.

Windscreens

Enclosed are Saver Patches for instant protection, to use when a stone chip or crack occurs. Damaged windscreens are not covered in your lease. Your insurance company should be contacted first. If your policy does not have cover for broken or damaged windscreens or glass, we can get discounted rates and payment will be invoiced to you by FleetPartners. Contact our Customer Support team or Instant Windscreen.

Please advise the service centre 'It is a FleetPartners vehicle!'

Replacement Fuel Cards

Save on fuel costs every day and get discounts at our preferred supplier network through BP, Mobile and Z. If you have lost your fuel card and would like to order a replacement card, email your vehicle registration number or give us a call. Alternatively, access the Driver App to order a replacement fuel card.

Relief Vehicle

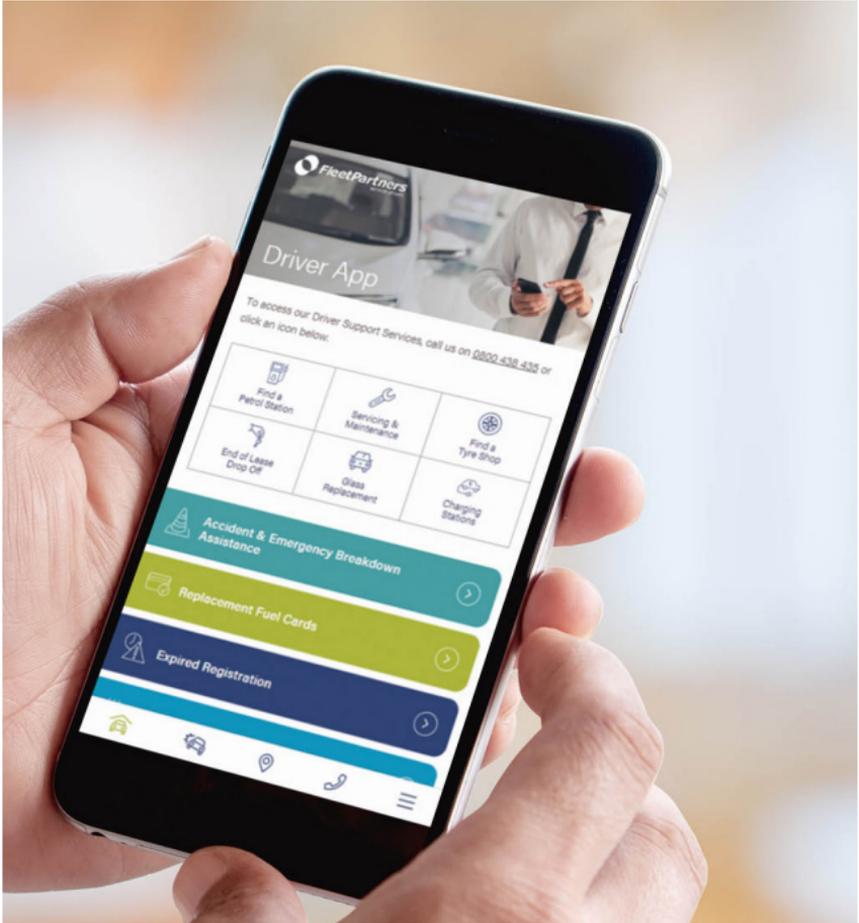
Our relief vehicle service can assist you with providing a loan car for 28 days, if your vehicle is off the road for more than 24 hours.

What is not covered by your Lease Contract

- Repairs required as the result of accident damage, vandalism, neglect or abuse.
- Fuel costs.
- Traffic infringements.

Please contact your Fleet Manager to confirm what services are covered by your lease contract.

Supporting you on the road 24/7 with our free Driver App.



-  Accident and Emergency Breakdown Assistance
-  Petrol Station Finder
-  Locate your nearest Service Centre
-  Order replacement Fuel Cards

Go to app.fleetpartners.co.nz and save to home screen.

Your Responsibility

The driver is responsible to ensure the vehicle is kept roadworthy, in top condition, and compliant with all the New Zealand Transport Authority (NZTA) regulations. Never drive a vehicle that does not carry a current certification. Any infringements obtained for non-compliance is the responsibility of the driver.

Fair Wear and Tear

A copy of our 'Fair Wear and Tear' guide can be found on the FleetPartners website:

www.fleetpartners.co.nz/resources

Please familiarise yourself with these guidelines to avoid any charges when your vehicle's lease expires. If you wish to book a pre-return inspection by our independent assessors, please call us to arrange a time.

Returning your Vehicle

At the end of the lease period, the vehicle should be returned to a Turners branch. Please ensure all keys, remote devices and fixed accessories such as manuals, service books, tooling, and cargo blinds are included.

Locate your closest Turners location in the Service Locator in the Driver App or on our website.

Please note that the condition of the vehicle is your responsibility and costs may be incurred by your business if it is not returned in an acceptable condition.

Buying your vehicle

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.

Call 0800 438 435 for a quote.

