

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 vehicles 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 360 965
to find out more.



Returning your vehicle

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

Turners Auctions,
Whangarei
13 – 15 Dyer St
Whangarei

Turners Auctions,
North Shore, Auckland
5 Arrenway Drive
Albany
Auckland

Turners Auctions,
Penrose, Auckland
82 Leonard Rd
Penrose
Auckland

Turners Auctions,
Hamilton
112 Avalon Drive
Nawton
Hamilton

Turners Auctions,
Tauranga
101 Hewletts Rd
Mt Maunganui

Turners Auctions,
Palmerston North
Cnr John F Kennedy Dr
& Fairs Rd
Palmerston North

Turners Auctions,
Napier
43 Corunna Bay Rd
Napier

Turners Auctions,
Wellington
120 Hutt Park Rd
Petone
Wellington

Turners Auctions,
Christchurch
1 Detroit Place
Christchurch

Turners Auctions,
Dunedin
Cnr Midland St
& Porstmouth Dr
Dunedin

DRIVER'S GUIDE

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

Please take time to read the guide, which will ensure that you receive the maximum benefit from the services offered.

Should you have any questions, please phone us toll free **0800 438 435**

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.fleetpartnersnz.co.nz

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 alignments and balancing.
- 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.
- Warrant/Certificates of Fitness (WOF,COF) see further notes in this pack.
- Roadside assistance – in the case of an accident or breakdown (24 hour, 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 complies with all of the Land Transport New Zealand (LTNZ) regulations.

What is not covered:

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

Warrants/certificates of fitness

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

Please familiarise yourself with the expiry date of the WOF/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.

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. When you receive it, 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)

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.

If you do not receive your registration label in time, please contact us.

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 dealer service centre: 'It is a FleetPartners vehicle'.

The dealership 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.

Tyres

If your tyres need replacing or repair please take your vehicle to a tyre and wheel alignment specialist and advise them that you are a FleetPartners customer.

Bridgestone
www.bridgestone.co.nz
0800 802 080

Windscreens

Damaged windshields 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 windshields or glass, we have negotiated favourable rates on your behalf with

Instant Windscreens
www.instantwin.com.au
0508 132 444

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

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.

Reimbursements

(Incidental expenses outside the service provider network).

Should you for any reason be asked to pay cash (maximum \$100), for any work normally covered under your Fully Maintained Operating Lease contract eg: minor repairs or warrant of fitness etc, we will reimburse the amount paid only if a GST invoice is raised by your company and sent to us with the original invoice provided by the service provider. No photocopies or faxes will be accepted.

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.

A word about fair wear and tear

A copy of our 'Fair Wear and Tear' guide has been included. Please familiarise yourself with these guidelines to avoid any embarrassment when your vehicle's lease expires.

This is also available on our website,

www.fleetpartnersnz.co.nz

AUCKLAND

61 Mountain Road,
Mt Wellington,
PO Box 98899,
Auckland
Tel. +64 9 570 3900
Fax +64 9 570 3999

WELLINGTON

20 Barker Street,
PO Box 11800,
Wellington 6142
Tel. +64 4 801 8000
0800 438 435
Fax +64 4 801 8101

CHRISTCHURCH

74 St Asaph Street,
PO Box 3253, CMC,
Christchurch 8140
Tel. +64 3 377 1333
0800 438 435
Fax +64 3 377 1336

Drivers
Guide

• Accident & Breakdown Assistance
• Vehicle Service
• Customer Service
Call FleetPartners:

0800 438 435

Tyres 0800 802 080

Windscreens 0508 132 444

www.fleetpartnersnz.co.nz