

What's fair in wear and tear?

Guidelines for when a vehicle comes to the end of its lease term

Heavy Commercial Vehicles



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Heavy Commercial Vehicles

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This fair wear and tear guide clearly and simply outlines FleetPartners' expectations of its vehicles at lease end. It shows the most typical forms of wear and tear sustained by vehicles. The guide includes recommendations on how to reduce your exposure to these problems.

We have formulated these guidelines because we believe that the spirit of partnership that we bring to every aspect of our business shouldn't stoop when the lease of your vehicle eventually comes to an end.

At FleetPartners we are dedicated to providing the highest quality vehicle service and driver support for the most economical cost. You have an important part to play in helping us to continue this competitive advantage.

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.



The interior

Seating

Heavy Commercial Vehicles

Staining which has damaged fabric texture



Burning of seat fabric



Cuts, rips or tears



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

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

Cuts, rips or tears

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

Burns

Typical cause: cigarettes, corrosive substances on clothing.

Damage to seat structure (internal or external)

Typical causes: carrying inappropriate items, imposing excessive force on seats, failing to inform us that worn fabric requires remedial repair, removing seats temporarily or permanently.

We recommend:

- Fitting seat covers in environments where driver's 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.

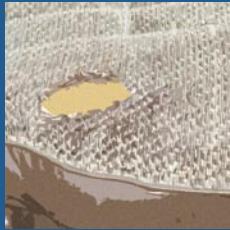


The interior

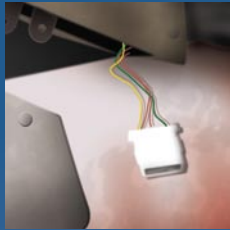
Dashboard, fascia, trim

Heavy Commercial Vehicles

Holes



Untidy holes where after-market items have been removed



Door trims missing



What's acceptable?

Light scratches

That is visible but cannot be felt.

Typical causes: clipboards, map-binders, pens, etc.

Moderate to heavy scratches

Up to 100mm long provided they are isolated.

What's not acceptable?

Moderate to heavy scratches over 100mm in length

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

Multiple scratches under 100mm in length which can be felt

Cuts, dents and tears

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.

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

Holes and wiring made to accommodate an accessory (e.g. car phone, navigational aid)

Door trims and/or cigarette lighter missing

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.



The interior

Floor

Heavy Commercial Vehicles

Tear in floor lining



What's acceptable?

Wear that is due to ageing or normal usage

What's not acceptable?

Excessive wear to floor coverings

Typical cause: heavy work boots.

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

Holes or tears

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.



The exterior

Side panels, doors, roofs

Heavy Commercial Vehicles

Dents that are visible



What's acceptable?

Minor scratches or dents

Provided they are not visible on the exterior of the vehicle.

What's not acceptable?

Dents which are visible

Typical causes: collision or impact damage caused by unsecured loads.

Panelling that is bent or otherwise distorted

Typical causes: carrying inappropriate loads.

We recommend:

- Not allowing inappropriate loads to be carried.
- Ensure that wherever possible the load is fully secured.
- Tub linings, shoring bars and tie rails are installed to protect panels. Call us to arrange this.
- Call us for a copy of our guidelines for Safe Carriage of Loads and distribute it to your drivers.



The exterior

Load area, floor, bulkhead, wheel arches

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Dents over 30mm in depth or dents that have changed the overall shape of panelling



What's acceptable?

Wearing away of paint on interior surfaces

This is unavoidable in load-bearing areas.

Dents under 30mm in depth

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

Light substance residues

Earth, oil, dust and cement.

Some floors may be cracked, have small dents, or wooden floorboards may be cracked or splintered

What's not acceptable?

Dents over 30mm 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.

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

We recommend:

- Not allowing inappropriate loads to be carried.
- Ensure that wherever possible the load is fully secured.
- Tub linings, shoring bars and tie rails are installed to protect panels. Call us to arrange this.
- All loads should be carried in accordance with LTSA guidelines.



The exterior

Chassis

Heavy Commercial Vehicles

Missing or broken cab steps or step pad



What's acceptable?

Minor scratches and dents

Scratches and chipping of paintwork to exposed areas of chassis

Wheel arches area.

Surface rust to chassis flange and body contact areas

Chassis with minor scuffing and dents

What's not acceptable?

Any significant damage

Including twisted or bent chassis rails.

Extensive rust

Undercarriage damage

Bent or twisted chassis

Chassis are design to standards for the intended use of each vehicle – do not exceed these limits.

Cracking

Unauthorised chassis modification

We recommend:

- Fitting belly plates for vehicles driving on construction sites or off-road.
- Anti-corrosion treatment to chassis and driveline.
- Call us for assistance in ensuring vehicle and payload compatibility.



The exterior

Glass, lamps, mirrors

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Damage to windscreen within driver's line of sight



A crack or hole in lamp glass



What's acceptable?

Light scratching and/or minor chipping of any windscreen or window glass

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.

What's not acceptable?

Windscreen damage within the driver's line of sight

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

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:

- Fit headlight protectors.
- Fit windscreen stone guards.



The exterior

Accessories, signwriting

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Damaged or missing aerials



Any damage where signwriting or decals have been removed



What's acceptable?

Removal of any accessory fitted at the customer's expense

Provided that any damage caused by its removal is made good.

What's not acceptable?

A damaged or missing aerial

Signwriting or livery which has been added to the vehicle

This must be removed before it is returned, unless prior arrangements have been made.

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

Holes due to the removal of two-way aerials fitted to the body

Damage to paintwork caused by improper fitting and removal of trade/business signage

We recommend:

- All accessories supplied with the vehicle are returned with the vehicle.
- Take due care and responsibility when removing your accessories, signwriting and decals, and repair any damage caused by this.
- Where possible fit rubber coated aerials or aerials with quick removal stems. This will avoid the cost of replacing the entire aerial and base. We can advise of 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.

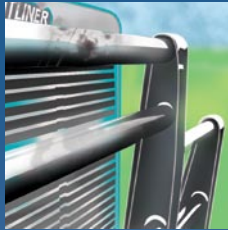


The exterior

Cab

Heavy Commercial Vehicles

Damage caused by tilting cab into a bull bar



What's acceptable?

Stone chips

Minor chipping of paintwork that can be attributable to normal usage

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

Isolated dents up to 30mm in diameter

Provided the paint work or other surface finish remains unbroken.

Isolated abrasions up to 100mm in length

Provided no primer or bare metal can be seen.

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 over 100mm in length or that penetrate to bare metal or primer

Excessive scratching in a localised area showing bare metal or primer

Due to misuse or negligence.

Dents over 30mm in diameter

Multiple dents in one area that are up to 30mm in diameter

Whether on the interior or exterior.

A minor dent that has broken through the paint to show primer or bare metal

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

Damage where a fitting has been removed

Dents in cab roofs of refrigerated vans caused by standing on the cab while attending to the refrigeration plan

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 truck roof.
- Ensure signwriting or decals are professionally removed.
- Fit catwalks to cabs of refrigeration trucks.



The exterior

Bumpers

Heavy Commercial Vehicles

What's acceptable?

Areas of scratching and scuffing

Provided there are no cracks or dents and the basic structure is unchanged.

Dents over 100mm in diameter on any bumper that is adjacent to a loading area

Provided the bumper is still fully functional and 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 30mm in diameter

Unless the damage is adjacent to a loading area.

We recommend:

- Fitting appropriate protection bars.
- Fitment of fisheye mirrors.



The exterior

Wheels, tyres, guards and tools

Heavy Commercial Vehicles

Split rims



Damaged wheel guards



Damaged wheel guards



What's acceptable?

Minor scuffing to wheel guards

Scratches and scuffs to rims and trims

What's not acceptable?

Significant damage to the rim or main body of a wheel

Including the spare.

Missing wheel tools and jack

Significant damage to the sidewalls of tyres

Typical cause: kerbing.

Replacement tyres that don't meet the recommendations of the vehicle manufacturer

re: type, size and speed rating

Tyres that are not acceptable in a Road Worthy Condition (RWC) test

Including the spare.

Damaged wheel guards and/or split rims

Recaps to steel axles

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.



The exterior

Bodies and ancillary equipment

The terms described elsewhere in this guide also apply to Cab Chassis vehicles with the following exceptions and additions

Heavy Commercial Vehicles

Damage where bodywork is pierced or where the surface finish is broken



A tear or rip to a curtain



Poorly repaired curtains



Holes in tray floor



Bent or broken tie rails



Rear damage



Damaged tailgates



The exterior

Trays, dropsides, tailgates and hoists

What's acceptable?

Scratches and small dents

Minor damage to paintwork

Scratches and dent on roller shutters provided they function properly

What's not acceptable?

Damage where bodywork is pierced

Or where the surface finish is broken.

Roller coasting damage

A tear or rip to a curtain

Poorly repaired curtains

Dropside or tailgates that will not open and close properly

Distorted bodywork

Holes in tray floor

Damaged tailgates

Bent or broken tie rails

Rear damage

Bent or broken hoists



The exterior

Bodywork excluding the cab

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What's acceptable?

Minor scratches to exterior bodywork

Acceptable providing the surface is not pierced, split or broken Glass Reinforced Ply (GRP) or creased (alloy).

Dents under 50mm in diameter

Acceptable providing the surface finish of the Glass Reinforced Ply (GRP) or alloy is unbroken.

What's not acceptable?

Larger dents

Damage that allows water to penetrate a vehicle load area or the lamination of Glass Reinforced Ply (GRP) bodywork

Sliding container or roller doors that are too badly damaged to close properly, causing load seepage

We recommend:

- If the load area of a vehicle develops a leak, ensure that it is repaired.
- Ensure all loads are properly restrained.
- Negligence in loading can cause panel distortion. Encourage drivers to be observant when a third party loads goods.
- Ensure that any damage to the surface of Glass Reinforced Ply (GRP) bodywork is repaired promptly to prevent water seeping into the bodywork. This is especially important for refrigerated vehicles as seepage will affect body panels to maintain temperature.
- Fitment of Dock Buffers to rear to prevent damage to rear end doors and bumpers.
- Ensure that vehicles never carry inappropriate loads. Bear in mind axle weight limits, body strength and floor type.



The exterior

Tail-lift platforms, winches

Please note that any leads or accessories supplied with the vehicle must be returned. This includes guides, ramps, wander leads, pins and hooks.

What's acceptable?

Minor scratches, chips and dents

What's not acceptable?

Leaking hydraulics caused by cable damage

Tail-lift platforms must not be pierced, bent or distorted and all switch-gear (internal and external) must be in place and in full working order

Installation of incorrect battery replacements

We recommend:

- Ensure that equipment is always correctly stored when vehicles are in transit (e.g. tail-lifts and cranes).
- Fit wear strips to the exterior panel or rear-tail-lift platform.

Heavy Commercial Vehicles



The exterior

Shutters, doors excluding the cab

What's acceptable?

Minor scratches and dents

Provided the mechanism operates properly, opening and closing fully without the use of excessive force.

What's not acceptable?

Door hardware that is broken

e.g. catches, hinges, locks, etc.

We recommend:

- Always ensure roller shutters and doors are closed when in transit.

The exterior

Ancillary equipment

Includes ancillary equipment supplied with the vehicle, such as devices for measuring and controlling temperature, cranes, Power Take Off (PTO), suzi coils (electrical & air), turntables, augers, winches and ladder racks.

What's acceptable?

All ancillary equipment should be returned in full working order

Minor rust

What's not acceptable?

Equipment that is damaged and not working properly

Leaks that are evident due to damage

Missing coils

Missing or broken components

Missing or damaged standby cables

Heavy Commercial Vehicles



The exterior

Turntables

Turntables should be free from excess grease to allow for inspection of jaws, mechanism and plate. All components are to be in good working condition (ball, race, slide and jaws).

What's acceptable?

Minor surface rust and scratches on turntable and base plate

What's not acceptable?

- Damage to locking pins
- Missing mounting bolts
- Cracks to turntable base plate

Heavy Commercial Vehicles

The exterior

Fuel tanks, exhaust stacks and walkways

What's acceptable?

- Fuel tanks with minor scuffing and dents under 50mm
- Walkways must be secure and structurally stable

What's not acceptable?

- Multiple dents in the fuel tank
- Rusting or pierced fuel tank
- Damaged fuel tank straps
- Rusted and unsecured walkways
- Broken, damaged exhaust stacks and missing rain caps
- Bent and twisted chassis rails
- Missing or broken cab steps or step pads

Broken, damaged exhaust stacks and missing rain caps





End-of-lease

Moving forward

Keys and remote devices

All keys and remote devices supplied, 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 red keys and other master keys for engine management systems as the cost of replacing these can be significant.

Routine maintenance

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.

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 that has deteriorated as a result of driver negligence

Contact Information

Customer Service - 0800 532 738

www.fleetpartnersnz.co.nz