



Sandicliffe Motor Contracts Driver's handbook

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Driver's Handbook

Sandcliffe Motor Contracts are privileged to have been entrusted with the supply of a vehicle for your use and it is our aim to ensure that you obtain the best possible service. We operate a large fleet of vehicles within the United Kingdom and as such have considerable experience and the resources to assist you in obtaining the service you require.

The drivers support section contains the general terms and conditions which apply to the use of your car and it is intended to assist you in understanding the responsibilities which we undertake as well as those which are the responsibility of yourself and your company. Specific Terms and conditions must be extracted from individual contracts.

Please read the contents carefully and if you have any queries please do not hesitate to contact the relevant department as indicated within this section.

The majority of our contracts include full maintenance service and, as such, the contents in this section will give details of how this service is carried out. If your contract with us is on a non maintenance basis, some of what follows will not in fact apply but nevertheless the advice given, particularly with regard to maintenance, will still be to your benefit.





Maintaining Your Vehicle

These notes are intended to serve as a reference and guide towards the efficient and economical operation of your vehicle. If after reading the notes, you have any queries or doubts please ring our Maintenance Department on 0115 9466466.

Finance Leases and Non Maintenance Contract Hire

The running cost of cars supplied on these types of agreement are the responsibility of the hirer and you will need to make servicing arrangements with your garage in your own name / company name.

Full Maintenance Contract Hire and Fleet Management Contracts

The cost of routine serving and maintenance is the responsibility of Sandicliffe Motor Contracts. Servicing may be carried out at the garage of your choice provided that a franchise is held for your make of vehicle. Please go to the Garage nomination form and advise us of the garage you wish to use so that we can arrange credit facilities where necessary.

Sandicliffe Motor Contracts will be responsible for the following costs:-

1. Servicing as recommended by the vehicle manufacturer.
2. Repairs and replacement of parts. However, any such repairs must be authorised through the 1 Link Platform or by telephoning 0115 9466466 and asking for maintenance control
3. The replacement of tyres by Kwik Fit or Kwik Fit Mobile. The replacement of batteries and exhausts by Kwik Fit
4. The road fund licence which will be sent out automatically to your company.

Sandicliffe Motor Contracts will NOT be responsible for:

1. Accident damage. This will be covered by your company insurance policy.
2. Petrol and topping up oil between services.
3. Engine tuning.
4. The replacement of tyre inflation kits.
5. The cost of repairs or hire car incurred outside the United Kingdom.
6. Valeting or car cleaning.

Our maintenance Department is open from Monday to Friday 8.30am to 5.30pm.
For out of hours emergency help please dial 0800 107 0255.



Tyre Replacements

If your contract includes the provision of replacement tyres they must be supplied through Kwik Fit or Kwik Fit Mobile. When tyres have between 1.6 & 2mm of tread (The wear bars indicate 2mm) or if they are in anyway unsatisfactory please contact your nearest Kwik Fit Branch or Kwik Fit Mobile. Please note that Mobile is available during normal working hours but only as a pre-booked service. They are not a breakdown service.

Authority must be obtained from Tyre Line, 0870 0506666 by the tyre depot prior to fitting replacement tyres, and it is essential to ensure that tyres are fitted in line with the manufacturer's specification. The fitting of incorrect equipment can invalidate not only the vehicle warranty but also the vehicle's insurance cover.

The condition of tyres is the driver's legal responsibility and affects your safety. Regularly check tyre pressures and the wear of the tyre. Any sign of irregular wear or damage must be inspected by Kwik Fit without delay.

Sandcliffe Motor Contracts will not be liable for the cost of call outs due to unserviceable/missing spare wheel, tools, including locking wheel nuts or run flat repair kits.

Dependant upon the terms and conditions of specific contracts a charge may be made for the replacement of tyres due to damage as a result of irreparable puncture or sidewall damage, negligence or vandalism.

Batteries – Exhausts

Batteries and exhausts should be obtained through any Kwik Fit Branch providing the item is not covered by the Manufacturer's warranty. If in doubt please check with Maintenance control on 0115 9466466 before proceeding.

Anti-freeze

Please ensure that your garage checks the anti-freeze content of your engine before the 1st of October each year. Likewise, if any repairs are carried out to the cooling system please ensure that the Anti-freeze strength has been checked and adjusted where necessary. The cost of this will be borne by Sandcliffe Motor Contracts on maintained contracts. Failure to have your vehicle adequately protected will result in any damage being recharged to your company.

Engine oil checks

Today's modern engines, petrol and diesel, are designed as Low Friction units. This means they are designed to use oil. As a result, and due to the ever increasing service intervals, it is not uncommon for engines to run out of oil and be destroyed if the oil is not checked regularly and topped up where necessary. Should this occur your company may be liable in full for the replacement cost.



Notes for Servicing Dealers

What the Servicing Dealer should be doing.

1. Please ensure that service books are correctly stamped to indicate the level of service carried out. Dealers should ensure that where appropriate HIGH MILEAGE servicing is carried out and invoices priced accordingly. If there is any doubt as to the service requirements please contact Sandcliffe Motor Contracts Maintenance Control

Where available, all service and repairs work must be authorised through the 1 Link Platform, according to the SMC rules engine. Should 1 Link not be available please contact our Maintenance Control for authority and order number on 0115 9466466.

2. All invoices should be made out to Sandcliffe Motor Contracts, Fields Farm Road, Long Eaton, Nottingham. NG10 1SG.
3. As a national Fleet Operator we would expect to take full advantage of manufacturer's initial new vehicle warranty schemes. Once this period has expired we would expect delegated dealers to apply Manufacturer's sliding scale contributions at point of sale in cases applicable to this contribution and after appropriate authorisation has been granted.
4. Dealers are reminded that as a National Fleet operator we would wish that Manufacturer's National Service pricing schemes are used in appropriate cases.
5. Exclusions: We do not wish to purchase the following items and they should not feature in your invoice.

Oil additives/screen wash	Workshop sundries/consumables
Touring kits	Engine bay washing / valeting
Pre Holiday Checks	Rotation of Road Wheels
Topping up oils, petrol, garaging, washing & accident repairs.	
Batteries and exhausts only after prior authorisation	
Tyres through Kwik Fit Only. Authorised via tyre line 0870 0506666	
Hire cars only with prior authorisation	

6. Speedometer mileage reading MUST be quoted on all invoices for our recording purpose as they will enable us to speed up invoice payment. If a speedometer head is replaced, the original mileage must be reported to Sandcliffe Motor Contracts especially in the repair is under warranty.
7. Where invoicing is through the 1 Link platform please DO NOT send paper copies. Garages signed up to Fleet Assist please adhere to the terms and conditions of your contract.
8. Suppliers who are not on the 1 Link platform please ensure that your invoices show a full breakdown of costs, including individual labour costs for the operations carried out. Parts and materials should reflect a base Fleet discount of 10%.



Administration

Taxation

Replacement road fund licences will normally be sent to your company prior to the renewal date. Normally sent during the second week of the month before the due date.

If you have not received the new disc by the renewal date please contact our Maintenance Control Department to ensure that your new licence has not been delayed.

Test Certificate

It is an offence to operate a vehicle after three years without a current test certificate. Your company will be reminded when a test is due, however it is the driver's responsibility to ensure that the vehicle is submitted for test at an approved testing station at the appropriate time. Though drivers are welcome to a photo-stat copy of the test certificate, the original will be sent by the testing station directly to Sandcliffe Motor Contracts. Non maintained vehicles must be tested as above and the MOT certificate posted by the operator to Sandcliffe Motor Contracts immediately in order that replacement tax discs can be obtained where applicable and appropriate.

Fix Penalty Notices

It is the responsibility of the hirer to defray any and all fines imposed. Since vehicles are registered in the name of Sandcliffe Motor Contracts, fixed penalty notices will be sent to this office. We will, in turn, supply to the authorities any details they may require and in the event of any prosecutions arising from the hirer's failure to pay any fines, Sandcliffe Motor Contracts will seek reimbursement plus administration costs from the user. In the case of abuse of this facility Sandcliffe Motor Contracts reserves the right to make a charge for handling fixed penalty notices.

Government Regulations

It is of paramount importance that attention is paid to any Government Legislation that is introduced from time to time and it is your responsibility to ensure that it is complied with.

If you have any doubts as to the interpretation or meaning of legislation, please do not hesitate to contact us.



Emergency Breakdowns

Breakdown and rescue Services

New vehicles are supplied with Manufacturer's breakdown cover. The exact period of this cover will be defined in the manufacturer's vehicle handbook. When the Manufacturer's breakdown cover expires, vehicle contracts which include breakdown cover will be switched to our current recovery service partner the AA. New membership cards will be issued prior to this date to ensure continuation of service where applicable.

Once Manufacturers cover has expired and if breakdown cover is not included as part of your contract, you should contact your local/nearest franchised dealer for advice.

Replacement vehicle service

A replacement vehicle is normally only made available if your car/van is off the road due to mechanical breakdown and not as a result of an accident. Where this service is included in your contract, a temporary replacement vehicle will normally be provided by our maintenance control department, when your vehicle has been off the road for more than 24 hours. The relief vehicle is provided free of charge for a maximum period of 28 days and thereafter the cost of hire will be recharged to your company. Details of the garage where your vehicle is located must be given to our Maintenance Control Department at the time of your request for a replacement vehicle.

Wherever possible the relief vehicle will be comparable to your contract vehicle and will be supplied through our spot hire partners.

Please note, replacement vehicles are normally only available Monday to Friday during normal working hours.

We do not provide insurance for relief vehicles and it is your responsibility to ensure that your company has made the necessary arrangements to comprehensively insure the vehicle through your own company insurance. Alternatively you will have to use the hire companies insurance with all the restrictions and costs that that involves at the time of hire.

Accident and Insurance

Insurance is not included in the leasing cost. It is the hirer's responsibility to ensure that the vehicle is comprehensively insured at all times. Without wishing to countermand any instruction issued by your company we would like to be informed of any damage to your vehicle within 24 hrs by ringing Maintenance Control on 0115 9466466. We would also like a copy of the accident claim form and estimate. In cases of severe damage and major repairs Sandcliffe Motor Contracts may wish to inspect the vehicle after the repair.



Overseas Travel

Subject to any conditions laid down by your company, we can provide a Vehicle On Hire Certificate (VE103B) authorising the vehicle to be taken out of the country.

The request for this facility must be sent by Your Company in writing at least 14 days before your proposed embarkation date.

Please give the following details with your application.

1. Your name and home address
2. Your vehicle make, model and registration number
3. Your departure and return dates
4. The countries to be visited

In common Market countries a green card is not essential, but it does provide international evidence of insurance. In other countries a green card remains essential if you are to avoid paying for local insurance prior to your entry and the green card should be obtained from your insurance company. If Spain is to be visited a "Bail Bond" is essential.

Please remember that our maintenance, service and replacement vehicle facilities do not apply whilst your car is out of the United Kingdom. In your own interest we advise you apply for continental cover available through Mondial, the AA and the RAC.

Fitting of Accessories

If the vehicle is supplied on Contract Hire, accessories may only be fitted with the prior approval of your own company and Sandicliffe Motor Contracts. Approval will only be given if you agree to return the vehicle from hire with the accessories, or agree to accept the expense of making good any damage as a result of fitting or removing the item.

No engine modification or alteration to the manufacturer's specification must be made.

Where a tow bar is fitted we require full details of the size and weight of the trailer to be towed prior to giving approval. Tow bars and alarms must be to a specification approved by the manufacturer of the vehicle it is to be fitted to and must be installed by an approved dealer.

Reimbursement of minor repairs

There may be instances where it is necessary for you to pay cash for minor repairs carried out by garages with whom we have no credit arrangements. In such circumstances please claim the cost through your normal company expenses and on receipt of your invoice, together with a copy of the repair invoice, we will reimburse your company. Please ensure that the repairing garage have contacted Sandicliffe Motor Contracts for prior authority of the repair even if you are settling the cost initially. During week days we do have the facility to pay by company credit card and can arrange this if the garage contacts us prior to the repair.



Broken Windscreens

Windscreens and side window breakage is not the responsibility of Sandcliffe Motor Contracts, however this is covered by most insurance and you should check any procedures currently in force through your insurance company.

If no procedure exists, details in “List of Authorised Suppliers” give the phone numbers of companies we currently hold accounts with who can carry out repairs.

In the case of full maintenance contracts, should you not have credit facilities with these companies Sandcliffe Motor Contracts will accept the charge on your behalf and recharge your company.

Your Responsibilities

A full maintenance contract covering your vehicle leaves you responsible for the following items:

1. Fuel.
2. “Topping Up” oil between services
3. Valeting and garaging
4. Engine Tuning
5. Accidental damage, including windscreens, light lenses and irreparable puncture damage to tyres. Tyre damage may be charged according to the terms of your contract.
6. Fares incurred in connection with a breakdown
7. Parking and Traffic Offences
8. Mechanical repairs resulting from neglect or misuse.

We wish you happy and trouble-free motoring. If you have any problems remember that the Sandcliffe Motor Contracts team is only a phone call away.



Authorised Suppliers - Tyres Batteries and Exhausts

Tyres

Kwik Fit Branches UK & Northern Ireland
Kwik Fit Mobile UK & Northern Ireland

Batteries and Exhausts

Kwik Fit Branches UK & Northern Ireland

Telephone numbers to remember

Kwik Fit Mobile 0800 42 52 62

Please remember this is an appointment service only

Kwik Fit Branch Locator 0800 222 111

Branches operate on a first come first served basis. Appointments other than for MOT are not available.

For your nearest depot/mobile service please contact one of the above numbers, alternatively consult your yellow pages directory or go on line to www.kwik-fitfleet.com

For any tyre related work the depot will contact Tyre Line for authority. Batteries and Exhausts will be authorised through our 1 Link platform.

Irreparable/Damaged tyre will be authorised for replacement by Tyre Line. Drivers will be informed and shown the reason for replacing an irreparable tyre(s) and will be provided with documentation confirming the facts. Pending receipt of an invoice a percentage recharge may be made to your company for any unused tread over and above 2mm left on the tyre. Recharges will be in line with the terms and conditions of the particular vehicular contract.

The Tyre Line facility, (0870 050 6666) has been introduced due to the increasing complexity of modern day tyre being fitted by Manufacturers.

Tyre Line is available 24 hrs a day and it's experts are there to assist with any queries your local branch or Mobile representative are unable to answer.

24 Hour Windscreen replacement

National Windscreens 0800 622 122

Sandcliffe Motor Contracts Administration

Sandcliffe Motor Contracts Maintenance Control (Monday to Friday 8.30 to 5.30)

Sandcliffe Motor Contracts out of hours

0115 9466 466

0115 9466 974

0800 107 0255