



TCH Leasing Driver Guide

Welcome to TCH Assist – Your complete after sales solution

Thank you for choosing TCH Leasing as the supplier of your new vehicle and welcome to TCH Assist, your complete after sales care package provided on every vehicle we supply.

TCH Leasing is one of the leading companies in the contract hire and fleet management sector and has been providing high quality service to customers throughout the whole of the UK for over 50 years. We are independent and providing the highest level of service is at the forefront of our business. It is such service that sets us apart from our competitors and is the key reason behind our unique TCH Assist programme.

This booklet contains all the information you are likely to need during the lease of your vehicle. To access all the services you might require please ring the dedicated **TCH Assist line on 0333 240 7158**.

Service & Repair

We have accounts with most franchised dealers and many national and local repairers. Our TCH Assist support staff will be pleased to assist you to locate the most appropriate repairer for your vehicle in your locality and will make bookings to save you time and effort.

Service Booking

When your vehicle requires servicing or repairing, please visit www.tchleasing.co.uk/tch-assist for on-line booking or simply ring the TCH Assist line on **0333 240 7158** and an advisor will assist you.

If you require a courtesy vehicle or collection/delivery service when your vehicle is in for service, then please ensure that your request is made at the time of booking. There is a general lead time for courtesy vehicles of around 14 days dependent on the franchise and dealership.

Service work must not be carried out without authorisation and use of the service booking facility will ensure that repairers follow correct authorisation procedures and invoice TCH Leasing.

Vehicle Oil

It is important that you familiarise yourself with the type of oil your vehicle requires. Any oil used in your vehicle must be to the manufacturer's precise specification. For example, many manufacturers require the use of synthetic oil. Details can be found in your vehicle handbook. Failure to observe manufacturer guidelines may result in recharges to your employer.

Emergency Out of Hours

Should you break down or require tyres out of hours simply contact **TCH Assist on 0333 240 7158** and an operator will assist you.

Driver's Obligations

It is your responsibility to ensure that you have your vehicle serviced at the times/mileages specified in the manufacturer's handbook. Failure to comply with the service requirements may invalidate the warranty and result in recharges to you or your employer. If the vehicle is on a variable servicing, it must be serviced when indicated by the vehicle.

Regular checks of tyre pressure, oil levels, coolant levels and windscreen washer levels are critical and remain your responsibility. Your manufacturer's handbook will provide you with all the details pertaining to these checks as well as any others that are required. Please read your handbook at your earliest convenience and ensure that you familiarise yourself with all aspects of your vehicle's operation.

For your safety and to maintain reliability you must ensure that your vehicle is always kept in a legal and roadworthy condition and that all tyres and lights conform to applicable legislation. Vehicle warning lights should not be ignored. If you are in any doubt please ring the helpline when safe to do so.

DPF (Diesel Particulate Filters)

Many modern diesel vehicles are fitted with DPFs which may require attention particularly on lower mileage vehicles. The vehicle will have a warning indicator informing you that action needs to be taken. Please refer to the manufacturer's handbook for remedial action.

Tyre Replacements

TCH Leasing operates a no quibble tyre policy with Kwik-Fit as part of our optional maintenance and services. Please visit fleetbookings.kwik-fit.com/tyres to arrange a fitment or repair convenient for you. Kwik-Fit branches are open 363 days of the year.

Mobile tyre services are available and:

- **Provide onsite replacement**
- **Save time and inconvenience**
- **Are available during office hours at no extra cost (Mon to Fri 8.30am to 5.30pm)**

Mobile service is available by pre-booking. It is not an emergency call out service. Please note, if you use a tyre supplier other than Kwik-Fit you or your employer may be liable to a charge. Stolen or vandalised tyres are excluded.

Breakdown & Recovery

As part of our optional maintenance and services, TCH Assist always provides you with a breakdown and recovery facility. Your initial period of cover will be provided by the vehicle manufacturer and you should refer to your handbook for instructions relating to the extent of cover and expiry date of this facility. Once the manufacturer's cover has expired, cover will be provided by TCH Assist and will include: Roadside Assistance; At Home Service; Recovery/onward travel and Recovery Plus.

If you do not have the optional maintenance and services, you will still be entitled to any manufacturer provided cover.

MOTs

We will issue an MOT reminder approximately one month prior to the due date. Please ring the service booking line to arrange your MOT. It always remains your legal responsibility to ensure that the vehicle you drive has a valid MOT certificate. If you have any doubts regarding the date your MOT is due, please contact TCH Assist immediately. Please forward your MOT certificate to us as soon as possible after the work has been completed.

Road Fund Licence

The Road Fund Licence on your vehicle is usually included in your contract and will be renewed as and when appropriate.

Non Maintenance Contracts

Should your vehicle not be provided with the benefit of our optional maintenance and services, your obligations remain the same as stated in this Driver's Guide. You are still able to utilise the helpline aspects of TCH Assist but any charges relating to repair or maintenance on your vehicle must be paid for by your employer.

Replacement Vehicles

Where included in your contract and if a relief vehicle is required, please contact TCH Assist. You will need to produce your driving licence and proof of insurance whenever you take charge of a replacement vehicle. Please note that fuel and any collection/delivery charges are not included and any such charges will be charged to you. If you do not have relief vehicle cover, TCH Leasing can still arrange daily rental vehicles at beneficial rates with appropriate authorisation of recharges to you or your employer.



One number for total assistance.
0333 240 7158

Welcome to your new driver guide.

Accident Management

We have given your employer the opportunity to use our Accident Management service. If your organisation has taken advantage of this service, then please call **0333 240 7158**. If the accident is not your fault, and you have the third party's insurance details, you will receive a like for like vehicle and any costs or personal injury claim will be processed and recovered. In all cases we will ensure the vehicle is repaired as quickly and efficiently as possible and any costs you are responsible for in a fault situation are minimised.

Please advise your employer and/or insurance company as soon as possible after an accident.

Foreign Travel

Please contact TCH Leasing on **0333 240 7158** at least 14 days before your date of travel so that we can issue the documents you will require. It is essential that you take out European breakdown cover before taking a vehicle abroad otherwise you will be responsible for any repair, recovery and repatriation costs of the vehicle and occupants. Please visit our website to view our range of European travel kits.

Fixed Penalty Fines & Congestion Charges

Please pay any fines or charges promptly. We will recharge any unpaid fines together with an administration fee. If you are in dispute, please email us at **finest@tchleasing.co.uk**.

Vehicle Glass

Glass repairs or replacement might not be covered under your contract but should be dealt with promptly in accordance with your own company's policy. If you require TCH Leasing to arrange glass repair or replacement please ring **0333 240 7158** for assistance.

Contact TCH Assist

TCH Assist:
0333 240 7158

TCH Leasing website:
www.tchleasing.co.uk

Email:
assist@tchleasing.co.uk

Address:
Cuthbert House
9 Brookdale Court
Chapelton, Sheffield
S35 2PT



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