



**TRUCKS & TRAILERS
RENTAL & LEASE**

**Making heavy vehicle fleet
management easy for you**

**Attention:
Drivers/
Operators!**

As the Driver/Operator of a TR Group lease vehicle,
we want to make your life easy.

**So we have outlined some
cool, need-to-know stuff.**



**We want to be the BEST
in the world at leasing and
renting trucks and trailers.**



What is covered by my fully-maintained lease contract?



All mechanical servicing which includes all preventative and hard maintenance.

- ▶ All servicing which includes—but not limited to—A, B, C, D Services.
- ▶ Pre-CoF and CoF.
- ▶ One annual wheel alignment.
- ▶ Annual Vehicle Registration. (Labels will be posted out to you by TR Group annually.)
- ▶ Some examples of what we cover would be:



» Radio does not work.



» Oil leaks.



» Mirror becomes loose (not from damage).



» Faulty lights, indicators, brakes, marker, etc.



» Towage or recovery (if it doesn't include accident/damage).



» 24/7 Breakdown support on 0800 80 80 69 - OPTION 2 (if it doesn't include accident/damage.)

The list is virtually endless. As long as the vehicle is not damaged or an unapproved modification has been made, TR Group will cover it.



Did you know?

It's far quicker to look at what isn't covered by your lease contract than to look at what is.



TIP

Book your truck in for a service in advance. This will help you get a time that suits your needs and reduces downtime.

What is not covered by my fully-maintained lease contract?



» Fuel, AdBlue.



» Insurance.



» Corporate signage.



» Vehicle repainting.



» Damage. You can deal directly with your Service Provider or TR Group can pay the Service Provider on your behalf and on-charge you the cost of the damage.



» Windscreen cracks/chips, which require a full windscreen replacement. This is not covered by TR Group. You need to contact your insurance provider as you generally will have windscreen cover within that policy.



» Loss due to misuse or neglect.



» GST.



» Deliver to and pick up from Service Providers.



» It is becoming more common for Tyres and RUC to be included under "What is covered by my fully-maintained lease contract?" Please check this with your Fleet Manager.



» Any unapproved modifications that are made to the vehicle. Refer to your TR Group Account Manager if unsure.



» Accessory equipment or anything else that may be listed under "Exclusions" in your contract.



Example:

For a service truck, we may not cover any maintenance on the compressor, or we have only leased you the cab and chassis (the body is owned by you, the customer), therefore any maintenance on the body is your cost.

Important servicing information



What should I do when my truck needs a service or needs some non-urgent repair?

- ▶ TR Group has nationwide coverage, and deals with a large majority of workshops.
- ▶ Every vehicle is supplied with a designated Service Provider. This usually depends on the vehicle make and the location where the vehicle is based.
- ▶ Contact your designated Service Provider and book it in for the required service or repair.



TIP

When you book in your vehicle, make sure you let your Service Provider know what is required so they can allocate enough time to carry out the service and to fix any other issues, if required. (It's always handy to give a written list to the Service Provider when you drop off the vehicle.)

- ▶ Also, inform them that it is a TR Group Lease Vehicle.

- ▶ If the vehicle is still covered by warranty, it needs to be returned to the OEM. If this is not achievable, contact the TR Group Maintenance Team on 0800 80 80 69 - OPTION 3 and they will help you.



How does the 0800-number work during the weekend or public holidays?

- ▶ This is available 24/7, even during the weekend or public holidays.
- ▶ There are 5 options so please listen carefully for the option that relates to your particular brand of vehicle. If your brand is not mentioned, press the last option. When you select the option that relates to your brand, you will be directed to the relevant Service Provider that services your brand.
- ▶ If you want to talk to us, hold for this option and one of our team will be happy to help you.



What do I do if I am not happy with the level of service I am experiencing from my designated Service Provider?

- ▶ Ask your fleet manager to contact our **Maintenance Team on 0800 80 80 69 - OPTION 3** and discuss it with them. Otherwise, contact your TR Group Lease Account Manager.

Important servicing information



Can we get the truck serviced wherever we like?

- ▶ TR Group has nationwide coverage, and deals with a large majority of workshops. When the truck is under warranty, it is expected that the truck will be serviced by the OEM. However, in saying that, we are all about making it easy for our clients, so simply ring our friendly **Maintenance Team on 0800 80 80 69** and discuss it with them. This request should come from the Fleet Manager within your business. Otherwise, contact your TR Group Lease Account Manager.



What if I want to relocate the vehicle to one of your other branches in New Zealand?

- ▶ Simply contact our **Maintenance Team on 0800 80 80 69** with the business name and vehicle registration numbers involved. They will then, in discussion with you, find the most suitable Service Provider based on your location, truck make, and if after-hours servicing is a requirement.

Other important information



Can I make some changes to the specification of my vehicle?

- ▶ In these instances, it's always best to speak to your Fleet Manager first and then your TR Group Account Manager. Generally, TR Group has no problem with changes to vehicles. Any costs would generally be added to the lease. TR Group can help to organise any specification changes if you wish.



My lease was set up based on the truck travelling a specific amount of kilometres. If this changes, what do I do?

- ▶ TR Group likes to complete an annual review of all lease vehicles to ensure they are running in line with the agreed kilometres. At this time we will also have a general discussion around the fleet and its continued suitability to your needs. At this stage, we would pick up any disparity between the kilometres a vehicle has travelled versus its contract. However, please don't hesitate to bring this to our attention earlier if you are aware the kilometres are out of sync with the contract, as the earlier it can be addressed the better it is for all concerned.

What happens in the event of a breakdown or an accident?



Call us anytime, 24/7!

- ▶ If you have a relationship with your Service Provider, feel free to contact them directly (if they have an after-hours service). If not, then call our **24/7 TR Group Maintenance Team 0800 80 80 69**. Either way, inform the person on call of the vehicle registration number and that it is a TR Group lease vehicle.



▶ They will know what to do. (Refer to diagram on page 6.)



In the event of an accident.

- ▶ TR Group likes to complete an annual review of all lease vehicles to ensure they are running in line with the agreed kilometres. At this time we will also have a general discussion around the fleet and its continued suitability to your needs. At this stage, we would pick up any disparity between the kilometres a vehicle has travelled versus its contract. However, please don't hesitate to bring this to our attention earlier if you are aware the kilometres are out of sync with the contract, as the earlier it can be addressed the better it is for all concerned.



TIP

Check out our world-leading downtime policy document for more information.

Process as a result of a lease vehicle breakdown.

Breakdown after hours.

If you have a great relationship with your Service Provider, feel free to contact them directly (if they have an after hours service). If not, then ring the **TR Group Maintenance 24-hour helpline 0800 80 80 69**. Either way, you need to inform the person at the other end that the vehicle is a TR lease vehicle. That will prompt them to follow certain protocols.

Breakdown during work hours.

If you have a great relationship with your Service Provider, feel free to contact them directly. If not, then ring the **TR Group Maintenance 24-hour helpline 0800 80 80 69**. Either way, you need to inform the person at the other end that the vehicle is a TR Group lease vehicle. That will prompt them to follow certain protocols.

Can the vehicle be fixed immediately, whether that is on the side of the road or by a quick visit to your workshop?

Can the vehicle be driven in a safe and compliant manner?

YES

NO

If the vehicle can not be driven, then arrange to have the vehicle delivered to the nearest authorised Service Provider. The Service Provider will liaise with TR Group about this.

Deliver the truck to the nearest Service Provider.

NO

Do you require a rental fill-in?

NO

YES

Contact your local TR Group branch on **0800 50 40 50** to discuss your options. Let them know this is for a TR Group lease vehicle that is being repaired.

Refer to the TR Group Downtime Policy in relation to entitlements, if any, that are available.

The best downtime cover in the industry (and maybe even the world).



Zero Downtime, 100% Uptime Guarantee. (Applies to Fully-Maintained Lease Only)

- ▶ We recognise that having your vehicle available when you need it is the most important thing we can provide you with. If your vehicle is new (less than 12-months-old, with less than 200,000kms travelled), we will either provide you with a replacement truck at no cost or, if we can't provide you with one immediately, credit you for any time it is off the road, outside of scheduled servicing.



Downtime. (Applies to Fully-Maintained Lease Only.)

- ▶ If your vehicle does not fit into the Zero Downtime category, then we will provide a free replacement or a credit to you for any time over 96 hours that your lease truck or trailer is off the road for repair. It doesn't matter if the downtime includes a weekend or public holiday—the clock will keep ticking toward the point where your credit note kicks in.



What about a replacement truck?

- ▶ As long as there is one available, we will provide a like for like rental vehicle configuration as a replacement, applying your lease credit to that vehicle. This means that a replacement truck or trailer will be provided to you at no additional cost. Miscellaneous items which are not part of your lease, such as RUC, tyres, fuel, insurance, damage, and neglect will be charged as normal.
- ▶ Any rental fill-in vehicle will be at the same rate as your lease vehicle from day one. The only exemption to this may be when we can't match your specification and the only vehicle we have available is a significantly higher specification. In this case, we may have to pass some cost on.



What about an accident? (Applies to both Fully-Maintained and Non-Maintained Leases.)

- ▶ We have extended our downtime offer to make sure that you will not have to pay for a vehicle that you do not have the use of as a result of an accident.
- ▶ To qualify for deferred lease payments, TR Group will need to confirm that your vehicle will be off the road for a month or more before suspending your lease payments dating back to the time of your accident. The time that is suspended will then be added to the end of your lease.
- ▶ If you need a rental vehicle as a replacement during this time, it will be charged at the same lease rate as the vehicle that is off the road.

De-Hire process



The process at the end of the contract.

- ▶ We recognise that having your vehicle available when you need it is the most important thing we can provide you with. If your vehicle is new (less than 12-months-old, with less than 200,000kms travelled), we will either provide you with a replacement truck at no cost or, if we can't provide you with one immediately, credit you for any time it is off the road, outside of scheduled servicing.
- ▶ Arrange repair or replacement of any damages to agreed standards before the vehicle is returned or alternatively TR Group can arrange for this to be done for you.
- ▶ The vehicle is to be returned to a TR Group branch after the completion of the vehicle's contract or as agreed with TR Group.
- ▶ Upon return, TR Group will inspect the vehicle and complete a vehicle return proforma summary.



Ask your TR Group Account Manager for a copy of our De-Hire Booklet.

