



FINANCE
AND LEASING

Driver's Handbook

01656 668844

www.sinclair-fl.co.uk



Driver's Handbook

Dear Reader

Welcome, or Croeso as we say in Wales. We hope that you will enjoy your new vehicle and your experience with our company, Sinclair Finance & Leasing (SFL).

SFL has been financing vehicles since 1986 and has the pedigree of Wales' largest motor group, Sinclair Motor Holdings, behind it as an associate company.

Our aim within SFL is to make the experience of using your vehicle as safe, cost-efficient and trouble-free as possible. We are dedicated to providing a first-class service to all our company car users.

Throughout this booklet, we give you details of the services we provide in conjunction with our partner companies.

Many of the services described in this booklet will form part of the contract your employer holds with SFL but some may not so please check the details with your fleet administrator or contact us on **01656 668844**.

Please read the booklet thoroughly and keep it in your vehicle for future reference.

Many thanks for choosing SFL to provide your vehicle. We hope you enjoy the experience and look forward to a long working relationship.

Yours faithfully

Thomas Jenkins

Thomas Jenkins

Head of Business



Please save the **SFL Assist** number in your mobile telephone, it should be the only number you'll ever require **01656 668844** (Option 3/Contract Hire Maintenance Dept)



Maintenance Department

Options available:

- Option 1 **Service Advice**
- Option 2 **Tyres**
- Option 3 **Breakdown Assistance**
- Option 4 **Glass Replacement**
- Option 5 **Speak to a Representative**

This number is available 24 hours a day, 7 days a week.



Key Contact Information

Sinclair Finance & Leasing Co Ltd
Hernston Business Park, Bridgend CF31 3NB

Tel: **01656 668844**

Administration **customerservice@sinclair-fl.co.uk**

Maintenance **maintenance@sinclair-fl.co.uk**

Sales **sales@sinclair-fl.co.uk**

Website **sinclair-fl.co.uk**

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If there are technical difficulties in obtaining service providers through **SFL Assist 01656 668844** or you wish to contact the suppliers direct then please use the following:



Tyre Providers

National Tyres0800 708 070(Account No. 868 465)
Kwik Fit0800 425 262(Account No. M8524T)



Breakdown Recovery

All vehicles have an initial period of manufacture breakdown cover of at least 12 months. Please check your handbook prior to ringing the AA number below:

AA0800 424 151(Account No. 0047647)



Glass Replacement

Charges may apply, please speak to your fleet manager before calling the number below:

Auto Windscreens0800 999 8000(Account No. 160267)



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The contents of our Driver Handbook will take you through the use of a Sinclair Finance & Leasing vehicle from delivery through to the vehicle's return at contract end.

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Service and Maintenance



Sinclair Finance & Leasing offers two types of contract hire agreements; please check with your fleet manager what agreement you have in place.

Non Maintenance Contract Hire provides:

Replacement Road Fund Licences only

Full Maintenance Contract Hire provides:

- Replacement Road Fund Licences
- Service & Maintenance according to manufacturer recommendation
- Replacement tyres subject to fair wear and tear
- Mechanical repair subject to fair wear and tear
- Breakdown recovery after manufacturer scheme has ended
- Windscreen replacement (optional)
- Replacement vehicle (optional)

Service Set-up

SFL is a member of the 1link service network, which allows us to connect to virtually every dealer service centre and fast fit outlet online, therefore providing rapid response times.

All servicing and maintenance must be carried out as specified by the manufacturer's guidelines which can be found in the vehicle handbook. Whenever a manufacturer supplies a service handbook, services must be recorded.



There are two basic service regimes:

Some manufacturers still use the traditional time and mileage schedules which will be detailed in your vehicle handbook.

Increasingly the requirement for servicing is measured via the engine management system and the driver notified via electronic dashboard displays.

Please familiarise yourself with the manufacturer's servicing guidelines as failure to do this may invalidate the warranty and render the customer liable for the cost of repairs.

In addition to ensuring that routine servicing is carried out on time and to schedule, the driver is responsible for maintaining correct oil, water and other fluid levels e.g. brakes, power steering, automatic transmission, windscreen washer level and ensuring that tyres are correctly inflated and conform to legal requirements. It is also the driver's responsibility to ensure that the engine is adequately protected by antifreeze.

It is essential that the correct fluids and oils are used in your vehicle. Your vehicle handbook should be checked or the correct information obtained from the relevant franchised dealer.

Many vehicles no longer have oil dipsticks so please read the oil level instructions in your vehicle handbook and watch out for warning lights on your dashboard.

We regret that if damage is caused through insufficient oil or fluid or an incorrect oil or fluid used then your employer will be charged to repair the damage.

Please note that modern diesel engines can use up to 1 litre of oil per 1,000 miles so it is absolutely imperative that this is checked on a regular basis. Overfilling also damages your engine so please take care.

If in any doubt contact our Maintenance Department on **01656 668844** or by email on **maintenance@sinclair-fl.co.uk**

Booking a Service (SFL Assist option 3, option 1)

Once you have received your new car you should contact SFL Assist so that we can advise on where your vehicle can be serviced.

On arrival at the service point, please advise again that the vehicle is a fleet vehicle contracted through Sinclair Finance & Leasing.

Please present the service book (if applicable) to the dealer service reception and ensure that the service has been properly recorded and the book stamped.

Authorisation for the work will be arranged through the 1link service network.

If there are any problems or queries throughout this process then please ask the dealer to contact **SFL Assist** or via email - **maintenance@sinclair-fl.co.uk**

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Tyres (SFL Assist option 3, option 2)

It is absolutely essential that the condition of all tyres is checked regularly both for legality and for the safety of the driver, passengers and other road users.

We recommend that all tyres are checked on a weekly basis for tyre tread depth and uneven wearing due to kerbing and damage.

SFL tyre management is operated through SFL Assist - if you wish to contact the supplier direct, details are below:

National Tyres**0800 708 070** (**Account No. 868 465**)

Kwik Fit**0800 425 262** (**Account No. M8524T**)

Both National and Kwik Fit operate extensive national depot networks along with mobile services which enable tyre replacement at home or at your company's premises. This service can only be offered by appointment and not in an emergency breakdown service.

The policy we apply for replacing tyres is as follows:

Tyres are replaced on the basis of fair wear and tear. Undue wear will be investigated and the client may be recharged if the driver is at fault e.g. uneven wear due to kerbing.

The current minimum legal tread depth is 1.6mm across the centre 3/4 tread. However, we will normally recommend the replacement of a tyre if the tread depth has reached 2mm.

Sinclair Finance & Leasing will accept the costs of repairing punctures. If however the tyre is damaged beyond repair, then the remaining tread depth will be invoiced to the customer at net cost.

Many new vehicles are now supplied with tyre inflation kits rather than spare wheels. Where these or puncture sealant kits are used, it is the responsibility of the driver or employer to replace them at the appropriate franchised dealer at the client's cost.

If a space saver wheel is required, please check your handbook for guidelines.

Windscreens & Body Glass (SFL Assist Option 3, Option 4)

Your company is responsible for the cost of replacing windscreens and body glass so you should follow the procedures established by your head office and your insurers. Subject to the approval of your company, we are able to offer a 24-hour glass replacement service through Auto Windscreens on:

Auto Windscreens**0800 999 8000** (**Account No. 160267**)

Please note the cost of this service will be accepted by Sinclair Finance & Leasing and passed on to your company.



Breakdown & Recovery (SFL assist option 3, option 3)

Your vehicle will be supplied with breakdown recovery for a limited period, please check your vehicle handbook for details.

We would advise that you make note of the vehicle breakdown telephone number from your vehicle handbook and load this into your mobile telephone in case of emergency.

If you are in any doubt about your cover please contact our Maintenance Department on **01656 668844** or email **maintenance@sinclair-fl.co.uk**

The rescue service is operated by the AA. Please use the freephone number **0800 424 151** (Acc No 0047647) for assistance. Whilst the AA will assist in almost any situation, you should note that your company may be recharged in the event of driver mishap such as incorrect fuel installation or lost keys.

SFL offers accident management as a service. Please check with your fleet manager if your company has opted for this facility.

If your company has not opted for accident management, in the event that you require assistance as the result of an incident, please contact the AA/SFL Assist. Any subsequent costs may be recharged.

Exceptional Requirements

Please call SFL Assist in exceptional circumstances; you may require repairs in an emergency and due to the location or timing have to use an unauthorised repairer not on 1link. In these instances please ensure the service outlet invoices:

Sinclair Finance & Leasing Ltd, Hernston Business Park, Bridgend, CF31 3NB

Wherever possible the service outlet will be paid over the phone by SFL credit card but if this is impossible then the driver may have to pay by his/her own credit card and, in this exceptional circumstance, SFL will reimburse without delay on receipt of the repair invoice.

Non Maintenance Contracts

If you are not enjoying our full maintenance package, it is the driver and employer's responsibility to maintain the vehicle in line with manufacturer recommended service schedules. It is very important to show evidence of this as charges may apply. This can be done via the vehicle service book, invoices, or digitally recorded.

Tyre tread and pressures must be monitored regularly and kept within manufacture guidance and legal limit.

Prior to return, the vehicle must have a current MOT if over 3 years old.

Additional Repairs

Our full maintenance agreement covers the cost of all routine servicing, mechanical repairs and replacements due to fair wear and tear. Subject to your company's approval, additional repairs (e.g. lenses, wing mirrors) may be accepted by Sinclair Finance & Leasing Ltd and recharged to your company.

Fitting of Non-standard Equipment

'Extras' such as towbars or cycle carriers may be fitted with written permission from Sinclair Finance & Leasing who will outline the conditions of permission at that time.

MOT

When your vehicle requires a MOT inspection, Sinclair Finance & Leasing will notify your organisation at least 28 days before the due date.

Please ensure that the MOT is carried out as soon as possible and that the certificate is forwarded to Sinclair Finance & Leasing Ltd. Failure to do so could result in a delay in renewing your Road Fund Licence (RFL).

If your vehicle is on a non maintenance contract, your company is responsible for the MOT inspection and any rectification work which may be required to obtain a certificate.

Road Fund Licence

The vehicle will be taxed a month prior to expiry by Sinclair Finance & Leasing. Confirmation of this will be sent to your organisation's nominated contact via e-mail.

If there are any queries on this, you may also check the following website:

www.gov.uk/vehicle-tax

Replacement Vehicles

Replacement vehicles are not supplied unless included in your contract or provided via the manufacturer warranty. Subject to your company approval, SFL can provide this facility as a chargeable service via SFL Assist

If replacement vehicles are included in your contract, please contact SFL Assist for further information.

Foreign Travel

If you wish to take your vehicle outside the UK, you must obtain a letter of authority and a VE103b form from Sinclair Finance & Leasing to satisfy EU legal



requirements. Original documentation must be used, copies are not acceptable. Therefore please contact SFL at least one month before departure via our website **www.sinclair-fl.co.uk** or email **maintenance@sinclair-fl.co.uk** with the following information (please note administration charges may apply):

- Your vehicle registration
- Your name and address
- The names of all the drivers
- Your company's name and address
- The countries to be visited
- Your dates of departure and return

It is imperative you or your company ensure you have sufficient European breakdown and repatriation cover whilst abroad. This may be covered via your vehicle manufacturer breakdown assistance.

SFL can assist in providing European breakdown cover and obtain a quotation on your behalf, all costs to be recharged to your organisation if it is not part of the lease contract.

Service & Maintenance Abroad

Please note that if the vehicle is due to be taken abroad then we would request that any routine servicing should be carried out by a UK dealer prior to starting out. Should there be a mechanical breakdown abroad then it may be necessary for the driver to pay for this on their own credit card, retain the invoice and present to Sinclair Finance & Leasing on return to the UK.

It is obviously essential to check tyres yourself prior to taking your vehicle abroad, if in doubt then please visit one of our nominated tyre suppliers to check.

Any repair cost incurred whilst the vehicle is out of the UK is your responsibility. However, these may be reimbursed at the scale of repair charges applicable in the UK. Please send any bills to our Maintenance Department at Sinclair Finance & Leasing together with your name and address.

Parking Fines & Traffic Violations

All parking fines and fixed penalty notices are the direct responsibility of the driver. If payment is not made by the due date, a final notice will be sent to Sinclair Finance & Leasing by the appropriate authority.

THESE NOTICES ARE PAID IMMEDIATELY AND YOUR COMPANY WILL BE INVOICED TOGETHER WITH AN ADMINISTRATION CHARGE.

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If you are contesting the fine, you must notify Sinclair Finance & Leasing in writing within 7 days so that we can instruct the issuing authority accordingly. In any event an administration fee will be charged by Sinclair Finance & Leasing.

As the registered owner of your vehicle, we are served with tickets for speeding, bus lane infringement, traffic light offences and other 'moving traffic' offences. SFL is legally obliged to identify the user of the vehicle so we will inform your fleet manager. Please note SFL will levy an administration fee.

Congestion Charges

Vehicles entering areas where congestion charges apply are liable for any fines as a result of not complying with charging procedures. These fines are paid by Sinclair Finance & Leasing as they are not transferable. You will, though, be recharged together with an additional administration fee.

Smoking

It is a condition of all contracts that smoking is not allowed in Sinclair Finance & Leasing vehicles. If a vehicle smells of smoke on its return then it will be fully valeted and the driver's organisation charged.

Use of Mobile Phones

Hand held use of a mobile phone is illegal and dangerous. Most manufacturers offer Bluetooth or hands free facilities as part of their standard specification or as an extra.

Please ensure that any use of this equipment complies with your organisation's policies and, if permitted, is safe.



End of Contract



Vehicle Condition

It is in the interests of you and your employer to keep your vehicle in the best possible condition. Apart from giving a good impression, your well cared for vehicle will help contain your organisation's costs and will be more likely to provide fault free motoring. Our service providers should help you to maintain the good condition of your vehicle.

Fair Wear & Tear Policy

In accordance with our contract, SFL follows the industry-standard BVRLA 'Fair Wear and Tear'.

When your vehicle is returned to us it is inspected and a condition report is produced. The cost of repairing any damage, whether internal or external, may be charged to your organisation.

Prior to you returning your vehicle, SFL offers a pre-inspection overview. This can be done by contacting the Maintenance Department and emailing photos of the bodywork that could be outside the BVRLA guidelines.

Email: maintenance@sinclair-fl.co.uk

Mechanical

For both Full Maintenance Contracts and Non Maintenance Contracts, your vehicle should have been serviced and repaired in accordance with the manufacturer's specifications. If supplied the service book must be stamped by the servicing dealer and all oils and fluids kept at acceptable levels.

Any consequential losses suffered as a result of inadequate servicing and maintenance will be charged to your organisation.

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Bodywork

This should be well maintained and free from dents, visible signs of accident repairs, excessive and untreated stone chips and scratches that cannot be removed by polishing. It should also be free from holes caused by the fitting of accessories such as tow bars. Consideration will be given to the type and use of the vehicle when any assessment for reinstatement is made. Please note that it is a contractual condition that any damage sustained by the vehicle is notified to SFL and that a poor quality repair may result in the vehicle being returned for rectification. In this event the contract rental will remain payable.

Windscreen, body glass and light lenses should be free from chips, cracks and other damage.

Interiors

The interior of the vehicle should be well maintained and free from unsightly repairs, stains, tears and burns. There should be no damage to the trim as a result of the fixing of accessories such as mobile phones and satellite navigation.

Wheels & Tyres

All wheels, including the spare, should be free of any damage or corrosion through lack of cleaning and tyres within legal limits in all respects.

Locking Wheel Nut Key

The driver is responsible for the care and return of the key/tool and that it is returned with the vehicle at the end of the contract. Please check that the locking wheel nut key is returned to its place in the car each time you have work on your tyres or your vehicle serviced.

Keys

The driver is responsible for the care and return of all keys supplied with the vehicle. Please ensure that the spare key is stored securely away from the vehicle and is returned with the vehicle at the end of the contract.

If the vehicle is transferred to another user, you should ensure that the spare key is passed to the new driver.

Failure to return the spare key will result in a charge to your employer.



Purchasing the Vehicle

Many of the cars we have on lease are purchased by the driver at the end of the contract. We will be pleased to give you a purchase price up to one month before the expiry of a contract. This will be at a considerable saving over showroom prices. Your knowledge of the vehicle and its service history gives you a tremendous advantage over a usual used vehicle purchase.

<http://www.sinclair-fl.co.uk/online-services/purchase-your-vehicle>

Please note that, due to taxation considerations, your vehicle cannot be purchased by your organisation.

Finance packages and warranties are available upon request.

Sinclair Direct

We retail many of the vehicles returned from contract hire agreements through our retail site Sinclair Direct which normally has about 150 vehicles offered for sale.

To view full details of our stock please search – **www.sinclairedirect.co.uk**

Sinclair Group

Information can be obtained on all the Sinclair dealerships through its website – **www.sinclairgroup.co.uk**



Many thanks

Thank you for taking the time to read this Driver Handbook and we hope you have found it informative. If you require any assistance or advice at any time during the period of your contract, please do not hesitate to contact SFL Assist on **01656 668844**.

Please keep the handbook in the vehicle glove box at all times for easy reference and in case of emergency.

The contents of the Driver Handbook are for your assistance and, whilst every care has been taken in its preparation, circumstances may vary according to the make of vehicle, the contract terms, and with technical advancement.

Sinclair Finance & Leasing shall not be held liable for any omissions or inaccuracies.

Sinclair Finance & Leasing Co Ltd

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