

## **General Fair Wear and Tear**

### *Servicing and documentation*

Regular maintenance and servicing should be carried out at Jensen Fleet Solutions Service Department or by our franchised dealer or approved servicing agent according to the manufacturer's guidelines. Any defects or damage that occurs during normal vehicle use should be rectified as soon as authority for the repair has been granted.

The vehicle instruction book, full service record and any other documents relating to vehicle equipment are the responsibility of the vehicle user and must be intact and available. All documents must be in the vehicle on its return to the contract hire company - including any details of radio codes.

### *Appearance*

Regular cleaning of both the interior and exterior of the vehicle will ensure a good cosmetic appearance.

### *Additional equipment*

if accessories such as car telephones, radios or other non-standard equipment have been installed and then removed, any holes or damage should be made good to a professional standard. Aerials must be left in place or the hole properly repaired. All standard equipment must be returned at the end of the contract period.

### *Badges and labels*

Non-standard badges, labels or advertising fitted to the bodywork or glass of the vehicle should be removed, with any damage caused by their attachment or removal made good. Any paintwork colour fade due to the attachment of advertising would be chargeable to the user. Advertising should never be painted directly onto the vehicle.

### *Keys and security*

a full set of keys should be available along with a note of their numbers. If the locking system is remote, the appropriate key fobs should be available and functioning. Return of the master key which controls the vehicle's engine management system is mandatory.

If the vehicle was originally supplied with a security system, this should be intact and fully operational, including any key or key fob necessary for operation. Any additional, non-standard security system should be fitted according to a recognized standard, ie. By a specialist dealer.

## **Vehicle Exterior**

### *Body damage*

Any damage must be repaired as and when it occurs. All work should be completed to a professional standard, with any applicable anti-corrosion guarantees taken into consideration. Obvious evidence of repair such as colour mismatch or misalignment between panels is unacceptable.

### *Dents*

Minor dents (up to 10mm) are acceptable as long as the paint surface has not been penetrated so that bare metal is visible or corrosion has set in. If multiple dents occur on a single panel, no matter how small, the panel should be repaired or replaced.

### *Paintwork*

Small areas of stone chipping, door edge chipping and light scratches (up to 25mm) are acceptable, relative to the vehicle's age and mileage, as long as they have not penetrated through to the base metal and caused corrosion. If stone chippings have penetrated through the metal, suitable touching up should be carried out immediately to prevent further paint deterioration. Exterior paintwork should be free from major abrasions (more than 25mm) and have good gloss and colour. Colour mismatch between panels, or poorly fitting panels, are unacceptable. All repairs to the bodywork must be suitably re-rust proofed up to the manufacturers recommended standards.

### *Bumper sections and rubbing strips*

provided these are not broken cracked or deformed a limited amount of scuffing and score marks are acceptable.

### *Window glass*

Cracks or damage within the drivers sight line are not acceptable and would require windscreen replacement or, if relatively minor, repair using resin impregnation to NCT standards. Light scratches and minor chipping around the periphery of the windscreen is accepted as fair wear and tear.

### *Lamp glasses/lens*

all lamps must be operational. Minor scuff marks or scratches are acceptable, but holes or cracks in the glass or plastic covers of lamp units are not.

## **Vehicle Interior**

### *Interior trim*

the interior should be clean and tidy with no visible burns, tears or permanent staining to the seats, headlining or carpets. Wear and soiling through normal use is accepted, as are any repairs that are not readily visible.

### *Luggage area*

Surface scoring and light blemishes that reflect normal use are acceptable, but floor coverings and surrounding trim panels should not be torn or split.

### *Light commercial vehicles*

for light commercial vehicles it is recommended that a lining be fitted in the load area to prevent serious damage to the vehicle's interior.

### *Door aperture treads area*

A reasonable amount of scuffing to the door and luggage area treads and sills is acceptable providing paintwork has not been damaged down to bare metal and aperture seals are not torn.

### *Controls*

all original controls must be intact and operate correctly. If replacement has been necessary, e.g., due to theft, then equipment of a similar value and specification, preferably of the same manufacture as the original, should have been fitted. All odometer alterations must be reported and any evidence of unauthorized odometer changes is unacceptable. Missing parts and items will be recharged.

### *Rubber seals*

Normal wear will cause a certain amount of damage and splits to rubber door and other seals, but any evidence of neglect or abuse is unacceptable. If a seal becomes displaced it should be refitted immediately to avoid it becoming trapped or torn.

## **Vehicle Underside**

### *Underside*

Minor dents and deformation, such as stone damage, are acceptable as long as they have not caused major corrosion. Any suspected impact damage should be investigated and dealt with professionally, as significant damage or distortion to chassis components is not acceptable.

### *Exhaust system*

the system should be properly suspended and in efficient working order, with no gas leaks or evidence of blowing from the exhaust system joints and in an undamaged condition. The exhaust system should be in a condition to meet the NCT requirements in all aspects, particularly if fitted with a catalytic converter. CAT failure is unacceptable and is preventable through;

- using the correct fuel
- regular servicing and maintenance
- immediately investigating any poor running symptoms
- not tow or bump starting the vehicle

### *Oil leaks*

any serious oil leakage should be rectified at the earliest opportunity. Some minor oil misting or dampness around seals or gaskets is acceptable, providing oil drips are not present.

### *Wheels and wheel trims*

Dents or damage to the rim or main body of the wheels is not acceptable. All four wheel trims must be intact, with no more than minor scuffing due to everyday use. If mud flaps are standard equipment they must all be intact and properly attached. The spare wheel, jack and appropriate wheel tools must be stowed properly and be in good working order.

### *Tyre wears and damage*

all tyres, including the spare, must be in a legal condition and comply with the vehicle Manufacturer's recommendations of tyre type, size and speed rating. There should be no obvious damage to sidewalls or tread caused by 'kerbing' or other heavy abuse.

## **Mechanical Condition**

Regular servicing and maintenance through an approved repairer and in accordance with the vehicle manufacturer's service programme should keep the vehicle in sound mechanical condition.

The following examples are conditions usually caused by vehicle neglect or abuse and therefore are not regarded as fair wear and tear;

### *Brakes*

Grooved brake discs caused by metal to metal contact

### *Engine*

Seized due to running vehicle with insufficient coolant, lubricating oil or with broken internal components.

### *Transmission*

Slipping, erratic gear changing, clutch slipping, noisy transmission or ineffective synchromesh.

## **Disputes or Disagreements**

In the event of such happening, a qualified independent motor assessor should be appointed. The assessor should be agreeable to both parties. The arbitrary services of the Society of the Irish Motor Industry (S.I.M.I.) may also be called upon.