



# Driver's Guide

Here you will find all the information you need  
for your new vehicle and links to TCH Assist

One number for total assistance.

**0333 240 7158**

## 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 60 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 guide contains all the information you are likely to need during the lease of your vehicle. To access all the services you might require, please call the dedicated TCH Assist line on 0333 240 7158 or use our driver app which can be downloaded at [bit.ly/TCH-APP](https://bit.ly/TCH-APP).

### Get the TCH Leasing App

Our app brings all of our most useful tools right into the palm of your hand. With features to help you find your nearest car park, fuel station and charging points, alongside top tips and emergency contacts.

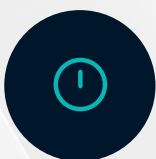


## Emergency Resources



### Breakdown & Recovery

When included as part of our optional maintenance and service packages, TCH Assist 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 information provided by them 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.



### Emergency Out of Hours

Should you break down or require tyres out of hours simply contact TCH Assist on 0333 240 7158, selecting option 2 or 4 respectively, and an operator will assist you.



## Accident Management

We have given you or your employer the opportunity to use our Accident Management service. If you or your employer have 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.

## Your Vehicle



### 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.

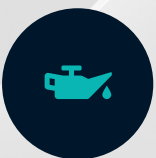


### Service Booking

When your vehicle requires servicing or repairing, simply use the App to arrange your booking. Alternatively, please visit [www.tchleasing.co.uk/service-booking](http://www.tchleasing.co.uk/service-booking) for on-line booking or call 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 28 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 the information provided by your manufacturer. Failure to observe manufacturer guidelines may result in recharges to you or your employer.



### MOTs

We will issue an MOT reminder approximately one month prior to the due date. Please use the App or ring the service booking line on 0333 240 7158 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.



### **Vehicle Glass**

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



### **Road Fund Licence**

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



### **Tyre Replacements**

TCH Leasing operates a no quibble tyre policy with Kwik-Fit as part of our optional maintenance and service packages. Please use the App to arrange your booking. Alternatively, visit [www.tchleasing.co.uk/tyres](http://www.tchleasing.co.uk/tyres) or call the TCH Assist line on **0333 240 7158**, 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:

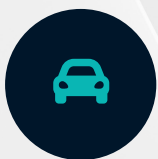
- Provide on-site replacement
- Save time and inconvenience
- Are available during office hours at no extra cost (Mon to Fri 8.30am to 5.30pm)

Mobile tyre services are available by pre-booking, it is not an emergency call out service. Should you require assistance in an emergency situation, please contact our Breakdown provider on 0333 240 7158 option 2. 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.



### **Diesel Particulate Filters (DPFs)**

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 information provided by your manufacturer for remedial action.



### **Replacement Vehicles**

Where the facility of a relief vehicle for periods your vehicle is off the road is included in your contract, and one 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 or your employer. 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. Where a replacement vehicle is supplied directly from your vehicle's manufacturer, you may be required to provide a credit card to secure the vehicle.

## Other Resources



### **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 [fines@tchleasing.co.uk](mailto:fines@tchleasing.co.uk).



### **Hirer Maintained Contracts**

Should your contract not include 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 you or your employer.



### **Driver's Obligations**

It is your responsibility to ensure that you have your vehicle serviced at the times /mileages specified in the information provided by your manufacturer. 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 variable servicing, it must be serviced when indicated by the vehicle. Warning lights must always be acted upon.

Regular checks of tyre pressure, oil levels, coolant levels and windscreen washer levels are critical and remain your responsibility. The information supplied by your manufacturer will provide you with all the details pertaining to these checks as well as any others that are required. Please read the information provided by your manufacturer 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 call the TCH Assist Line on **0333 240 7158** when safe to do so.



## Electric Vehicles

Electric vehicles still need regular servicing according to the manufacturer's guidance, though there are fewer parts to fix.

If an electric vehicle charging unit is supplied as part of the agreement it will not be covered for service, maintenance or repair under any vehicle service package and such costs remain the responsibility of you or your employer.

Use of some vehicle functionality, such as heaters or windscreen wipers, may affect the range of the vehicle. Always be mindful of where charging stations are located and plan your journey accordingly. Your nearest public charging station can be found via the TCH Leasing App.

Use of the public charging network will cost significantly more than charging at home and charging via a three-pin plug will greatly increase the time taken to fully charge.



## Foreign Travel

Please contact TCH Leasing on **0333 240 7158** or email **travelabroad@tchleasing.co.uk** at least 14 days before your date of travel so that we can issue the VE103b document you will require. The VE103b document is the only authorised substitute for the V5 logbook, and without it there is a risk that your vehicle could be impounded. Photocopies are not acceptable. 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 at **www.tchleasing.co.uk/travelling-abroad** to view our range of European travel kits and up to the minute travel advice by country.



Address:

**Cuthbert House, 9 Brookdale Court,  
Chapelton, Sheffield, S35 2PT.**

Contact TCH Assist  
**0333 240 7158**

TCH Leasing website:  
**www.tchleasing.co.uk**

Email:  
**assist@tchleasing.co.uk**



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Commercial  
Service  
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