



# Contents

	PAGE
INTRODUCTION .....	1
DFC CONTACTS .....	2
VEHICLE SERVICING .....	3-4
TYRES.....	5-6
EXHAUST/BATTERIES .....	7
BRAKES .....	8
BREAKDOWN .....	9
ACCIDENTS.....	10-11
WINDSCREENS/GLASS .....	12
COURTESY VEHICLES.....	13
DRIVER RESPONSIBILITIES.....	14
HEALTH AND SAFETY .....	15
ROAD TAX/VEHICLE MOT/PSV .....	16
FINES .....	17
TRAVELLING ABROAD.....	18
VEHICLE ACCESSORIES.....	19
END OF CONTRACT/BUYING YOUR VEHICLE.....	20



# Introduction

We at DFC are truly delighted you have chosen us, to supply your new vehicle/s, and hope you will enjoy hassle free motoring.

We are fully committed to providing a very high level of service to you, our customer.

Our experienced team of operations staff is always on hand to help you with any problem or emergency that you may have.

We take great pleasure in looking forward to a long and successful partnership and to providing all your vehicle requirements.

This driver's handbook is an essential guide to DFC procedures and conditions and will help you gain the full benefits of driving a contract hire/ fleet management vehicle.

1

[dfcbelfast.co.uk](http://dfcbelfast.co.uk)

*...total vehicle solutions*



# DFC Contacts

## DFC HEAD OFFICE

Telephone..... (+44) 028 9073 4222

Fax ..... 028 9073 4220

DFC E-MAIL ADDRESS ..... [sales@dfcbelfast.co.uk](mailto:sales@dfcbelfast.co.uk)

DFC WEB ADDRESS ..... [www.dfcbelfast.co.uk](http://www.dfcbelfast.co.uk)

## OPERATIONS DEPARTMENT

JOHN MOORE ..... DIRECTOR OF OPERATIONS  
[john@dfcbelfast.co.uk](mailto:john@dfcbelfast.co.uk)

BILLY HEWITT ..... OPERATIONS MANAGER  
[billy@dfcbelfast.co.uk](mailto:billy@dfcbelfast.co.uk)

STEVEN MARTIN ..... OPERATIONS CONTROLLER  
[steven@dfcbelfast.co.uk](mailto:steven@dfcbelfast.co.uk)

2

## VEHICLE REMARKETING/DISPOSAL DEPARTMENT

TREVOR ARMSTRONG ..... REMARKETING MANAGER  
[trevor@dfcbelfast.co.uk](mailto:trevor@dfcbelfast.co.uk)



# Vehicle Servicing

## DRIVER PROCEDURE FOR VEHICLE SERVICING

To book your vehicle in for service related issues contact DFC operations department on the following numbers, or by using our internet booking service [www.dfcbelfast.co.uk](http://www.dfcbelfast.co.uk)

**John Moore**  
(Director of Operations)  
028 9073 4222  
[john@dfcbelfast.co.uk](mailto:john@dfcbelfast.co.uk)

**Billy Hewitt**  
(Operations Manager)  
028 9073 4222  
[billy@dfcbelfast.co.uk](mailto:billy@dfcbelfast.co.uk)

**Steven Martin**  
(Operations Controller)  
028 9073 4222  
[steven@dfcbelfast.co.uk](mailto:steven@dfcbelfast.co.uk)

**Please allow 10 to 14 days prior notice when booking routine servicing, especially if a courtesy vehicle is requested.**

## COLLECTION AND DELIVERY FOR ROUTINE SERVICING

Will be provided by DFC.  
(OR AS SPECIFIED IN CONTRACT)

## COURTESY VEHICLE

Will be provided for routine servicing (subject to contract)

## INSURANCE

Comprehensive cover is required for the contracted vehicles for the period of the contract, including any courtesy vehicles provided.

## EXCESS MILEAGE

As per your finance documentation.

Any vehicle requiring work over and above the contracted mileage stipulated in the contract will be charged to the customer.  
(ONLY APPLIES TO VEHICLES ON FULL CONTRACT HIRE WITH MAINTENANCE)

3



# Vehicle Servicing

## DRIVER RESPONSIBILITIES

- It is the customer's responsibility to present the vehicle for servicing and repairs at the correct time and mileage as specified in the manufacturer's manual. Failure to do so will invalidate the warranty and any costs incurred will be charged to the customer. Not adhering to the above may also cause damage to the engine, brakes, clutch etc. This will not be considered as normal wear and tear.
- Please ensure that any fault that develops while the vehicle is under the manufacturer's warranty is repaired before the warranty expires.
- The upkeep of the bodywork and the interior of the vehicle is the responsibility of the customer.
- It is the customer's legal responsibility to ensure that the vehicle is always kept in a roadworthy condition and the tyres and lights meet current legislation.
- It is also the customer's responsibility to ensure that the vehicle/s cooling system always contains sufficient anti-freeze for winter conditions. This should be checked Sept/Oct each year.
- The customer is responsible for maintaining the correct engine oil level between servicing. Failure to do so may result in damage to the engine, which will be charged to the customer.
- The vehicle must not be driven in an overheated condition as major damage can be caused to the engine. Damage caused by misuse or negligence will be charged to the customer.

4



# Tyres

## DRIVER PROCEDURE FOR ROUTINE TYRE REPLACEMENT

For immediate replacement of worn tyres please contact one of the Kwik Fit depots on the free phone number below, between 8.30 am to 5.00 pm, Monday to Friday, and present your vehicle at one of the Kwik Fit depots based around the province.



### **KWIK FIT DEPOT LOCATION USE THE FOLLOWING FREE PHONE NUMBER.**

**0800 222 111**

When leaving your vehicle into a Kwik Fit depot inform the staff that the vehicle is on contract hire/fleet management with DFC.

**(ACCOUNT NUMBER P1547L)**

The tyre centre must contact DFC direct for authorisation before carrying out any work on the vehicle.

Please check and sign the tyre centres document, listing your instructions, to ensure what you have requested is carried out.

The invoice for the tyre replacement will be forwarded direct to DFC for payment.

In the event of damaged tyre/s it is the driver's responsibility to obtain the tyre centres documentation, and to produce it to the relevant person in their company for authorisation.

## DRIVER PROCEDURE FOR ROUTINE TYRE REPLACEMENT BY KWIK FIT MOBILE

For our customer's convenience DFC have negotiated with Kwik Fit the setting up of mobile tyre fitting service. This will provide a service for our customers for the fitment of tyres and puncture repairs at a location of your choice.

To arrange for this service the customer should contact the mobile unit on the free phone number listed below between 8.30 am to 5.00 pm, Monday to Friday.

### **KWIK FIT MOBILE UNIT USE THE FOLLOWING FREE PHONE NUMBER**

**0800 42 52 62**

**The customer must ensure that the same procedure is used when dealing with the mobile unit for routine tyre replacement and puncture repairs as listed above when presenting their vehicle at a Kwik Fit depot location.**

5

**dfcbelfast.co.uk**

*...total vehicle solutions*



# Tyres

## DRIVER INFORMATION

- It is the driver's responsibility to keep a regular check on tyre pressures, tread depths and uneven wear. **(THE MIN LEGAL LIMIT FOR TYRES IS 2MM TREAD DEPTH)**
- It is the decision of DFC as to the make and type of the tyre fitted on all vehicles. It is also the policy to make best use of the full size spare tyre.
- Punctures will be covered but only if repaired by our listed tyre supplier. **(KWIK FIT)**

### **Please Note:**

**If call out is due to accident damage, puncture damage, vandalism or any driver error or misuse this will be charged back to the customer and will include a call out charge.**

- Run flat tyres are not covered for puncture repairs, the design of the tyre determines that the tyre is replaced in the event of a puncture and is charged to the customer.
- When a tyre is needed prematurely due to an unreparable puncture or accidental impact damage, vandalism, driven flat or driven for a considerable time when out of alignment, there will be a charge to the customer.
- The driver should carry out a normal wheel change due to a puncture, where possible.
- The customer should familiarise themselves with the locking wheel nut tool and how to use it, in the event of having to change a wheel. **(ALLOY WHEELS ONLY)**
- The locking wheel nut tool should be kept in the vehicle at all times.
- Always make sure that the locking wheel nut tool is put back in the vehicle after the completion of any tyre repairs.

6



# Exhausts & Batteries

## DRIVER PROCEDURE FOR ROUTINE EXHAUST AND BATTERY REPAIRS

- For routine exhaust or battery replacement contact the operations staff at DFC and you will be directed to the nearest authorised specialist supplier. **(THIS ONLY APPLIES TO VEHICLES OUT OF MANUFACTURERS WARRANTY)**
- Inform the staff at the specialist supplier the vehicle is on contract hire/fleet management with DFC.
- The specialist supplier must contact DFC direct for authorisation before carrying out any work on the vehicle.
- Please check and sign the specialist supplier's document, listing your instructions, to ensure what you have requested is carried out.
- The invoice will be forwarded direct to DFC for payment.

7





# Brakes

## DRIVER PROCEDURE FOR ROUTINE BRAKE REPAIRS

- For routine brake repair contact the operations staff at DFC and you will be directed to the nearest authorised specialist supplier.  
**(THIS ONLY APPLIES FOR ROUTINE BRAKE REPAIRS)**
- Inform the staff at the specialist supplier the vehicle is on contract hire/fleet management with DFC.
- The specialist supplier must contact DFC direct for authorisation before carrying out any work on the vehicle.
- Please check and sign the specialist supplier's document, listing your instructions, to ensure what you have requested is carried out.
- The invoice will be forwarded direct to DFC for payment.



# Breakdown

## **DRIVER PROCEDURE FOR VEHICLE BREAKDOWN UK AND REPUBLIC OF IRELAND**

In the event of a breakdown (including tyre puncture incidents) ring the number detailed on your DFC/RAC Driver Assist Card.

## **FOR BREAKDOWN ASSISTANCE UK AND REPUBLIC OF IRELAND**

**TELEPHONE (+44) 028 9073 4222**

It is important to note, when using the DFC/RAC Driver Assist, the driver must follow the procedures listed below

## **DRIVER PROCEDURE FOR VEHICLE BREAKDOWN UK AND REPUBLIC OF IRELAND**

In the event of a breakdown (including tyre puncture incidents) please call the number on the DFC/RAC Driver Assist Card and follow the menu options listed below:

- 1. Sales**
- 2. Breakdown (including tyre puncture incidents)**
- 3. Accident**
- 4. Servicing and maintenance**

When you select the required option you will require the following information.

- 1. Vehicle Registration**
- 2. Vehicle Make and Model**

- 3. Company Name**
- 4. Vehicle Location**
- 5. Vehicle Fault**

### • **HIRE CAR PROCEDURE**

In the event of your car being recovered to a repair agent due to the breakdown, if a replacement car is required the Driver must inform the Recovery Agent before he leaves the incident that a car is required.

The driver must also have both parts of his/her driving license and a copy of his insurance and credit card. Failure to have any of these items may result in no car being provided.

Any replacement car provided for Accident damage, driver abuse or misuse or vandalism will be charged back to the customer/company.

### • **EUROPEAN BREAKDOWN COVER**

In the event of your vehicle requiring Breakdown cover for Europe please visit our website [www.dfcbelfast.co.uk](http://www.dfcbelfast.co.uk) and log onto the Driver Information link to purchase DFC/RAC European Cover.



# Accident Management

## DRIVER PROCEDURE FOR ACCIDENTS AND UK AND REPUBLIC OF IRELAND

In the event of an accident ring the number detailed on your **DFC/RAC Driver Assist Card**.

## FOR ACCIDENT ASSIST UK AND REPUBLIC OF IRELAND

TELEPHONE (+44) 028 9073 4222

It is important to note, when using the **DFC/RAC Driver Assist**, the driver must follow the procedures listed below

## DRIVER PROCEDURE FOR ACCIDENTS UK AND REPUBLIC OF IRELAND

In the event of an accident please call the number on the **RAC/DFC Driver Assist Card** and follow the menu options below:

1. Sales
2. Breakdown (including tyre puncture incidents)
3. Accident
4. Servicing and maintenance

When you select the required option you will require the following information.

1. Vehicle Registration
2. Vehicle Make and Model
3. Company Name and vehicle Insurance Details
4. Details of Accident
5. Vehicle location (If vehicle requires recovery)



# Accident Check List

- Take down details of any witnesses.
- Take photograph of incident.  
**(IF POSSIBLE)**
- Draw up a plan view of the scene of the accident
- Make notes on the circumstances surrounding the cause of the accident.
- If anyone is hurt call the police and the emergency services.
- If you think the other driver has committed an offence contact the police.
- If you have damaged someone's property or vehicle and cannot contact them speak to the police.
- Obtain details of any third party.
- Take down details of other driver/s  
e.g. **name, address, employer details.**
- Make a note of the driver/s insurance company details.
- Take details of other vehicle/s  
e.g. **registration number, make, model.**
- Location of accident.
- Weather conditions.
- Visibility.
- Distance involved.
- Always inform your company as soon as possible.

11



# Windscreens/Glass

## DRIVER PROCEDURE FOR WINDSCREEN/GLASS REPLACEMENT

- Your contract does not cover replacing broken windscreens or glass. This would normally be covered by your comprehensive insurance policy. If windscreens or glass repairs are not covered in your comprehensive insurance policy, the cost of repairs is the customer's responsibility.
- In the event of a broken windscreen or glass during or outside working hours contact Autoglass on the free phone numbers below.



**AUTOGLASS®**

**AUTOGLASS DIRECT  
UK ONLY**

**FREE PHONE  
0800 36 36 36**

**AUTOGLASS DIRECT  
REPUBLIC OF IRELAND ONLY**

**FREE PHONE  
1850 36 36 36**

- For our customer's convenience DFC have negotiated with Autoglass the setting up of a mobile glass replacement/repair service. This will provide a mobile service at a location of your choice.
- It is recommended that all drivers carry a copy of their company insurance certificate for Autoglass, in the event of a windscreen or glass repair. **(WHERE APPLICABLE)**
- The cost will be claimed directly from your company's insurance by Autoglass.
- The driver must pay for any insurance excess and VAT charged at the time of the replacement glass. **(IF APPLICABLE)**
- If your company's insurance does not have windscreen cover the total cost of any repairs will be charged to the customer. **(WHICH MUST BE PAID FOR AT TIME OF REPAIR OR REPLACEMENT)**
- **DFC will not pay for any windscreen/glass repairs without prior authorisation.**

12

**dfcbelfast.co.uk**

*...total vehicle solutions*



# Courtesy Vehicles

## COURTESY VEHICLES

- When a vehicle is off the road for more than 48 hours in the United Kingdom, due to mechanical breakdown, a courtesy vehicle will be supplied after reasonable notice from the customer.
- This vehicle will be fuelled by you and will be covered on your own company insurance. The customer will have to transfer the insurance before the vehicle is supplied.
- DFC will endeavour to arrange for a courtesy vehicle to be similar to the driver's vehicle.
- This may not always be possible and the driver will be supplied with an alternative vehicle.
- DFC cannot guarantee that the courtesy vehicle will be of similar fuel i.e. petrol/diesel, or be automatic.
- Vehicles of specialist type i.e. vans with roof racks or fitted out, four wheel drive, people carriers or estate cars, tow bars or hands free kits, again this cannot be guaranteed.
- There will be occasions when the driver will have to produce a driving licence and copy of insurance before a hire vehicle can be supplied through a Hire Company or garage. There will also be times when the customer will have to supply a credit card or cash deposit for fuel.
- No courtesy vehicle/s will be supplied while a vehicle is off the road due to accident/damage or driver misuse. **(IF A VEHICLE IS SUPPLIED IT WILL BE CHARGED TO THE CUSTOMER)**
- No courtesy vehicle/s will be supplied for vehicles in mainland Europe.
- All customers must provide a copy of their vehicle insurance to DFC for the supply of courtesy vehicle/s.

13



# Driver Responsibilities

## DRIVER RESPONSIBILITIES

- It is the drivers responsibility to carry out weekly oil and coolant level checks. Levels should never be allowed to go below minimum. For vehicles with variable servicing long life oil must be used for topping up engine oil level.
- To carry out weekly checks on tyre tread depth and air pressures. **(THE MIN LEGAL LIMIT FOR TREAD DEPTH IS 2MM)**
- The driver must not drive the vehicle in an overheated condition as per dashboard indicators and related symptoms or when red warning lights are illuminated on the dash display.
- When it is apparent that brake pads are needed these must be replaced before permanent damage is caused to the brake discs.
- It is extremely important that vehicle services are carried out at manufacturer's specified intervals as failure to do so will invalidate the warranty. All subsequent costs relating to your vehicle will be charged to the customer.
- The driver will be accountable for body, trim, glass damage and clutches due to neglect, in line with standards and guidelines as established by the British Vehicle Rental and Leasing Association.
- Please be aware that any damage caused by incorrect or contaminated fuel in a vehicle will not be covered by the maintenance agreement or manufacturer's warranty. Any related costs will be charged to the customer.
- The cost of all repairs and servicing, to fleet managed vehicles, will be charged to the customer along with road fund licence. **(UNLESS SPECIFIED IN THE CONTRACT)**
- The spare key must be kept in a safe place and both keys must be returned at the end of the contract. Failure to do so will result in a charge to the customer.
- The locking wheel nut tool (**ALLOY WHEELS ONLY**) should be kept with the vehicles jack and wheel brace, and must be put back in the vehicle after any tyre repairs are carried out. Any loss of this equipment will be charged to the customer.
- Any accident damage must be reported to DFC Operations Department.
- No accident damage repair work should be carried out without prior approval from DFC.

14



# Health and Safety Guide

- DFC is committed to health and safety, and to road safety.
- All our vehicles are supplied in a safe and roadworthy condition before delivery.
- It is essential that vehicle managers and drivers ensure that service and maintenance schedules are adhered to. In addition drivers should carry out their own inspections when using a given vehicle for the first time, and at least weekly thereafter. Such inspections are listed below.

## TYRES/WHEELS

Always check for correct tyre pressure: tread depth (**MIN LEGAL LIMIT IS 2MM**) and damages.

If wheels have been removed and refitted always make sure the wheel nuts are checked for tightness after 40/50 miles.

## WINDSCREENS

Drivers should check for stone chips, cracks, and cleanliness.

## WINDSCREEN WIPERS

Always check they are working, and the rubbers are ok, and the washer bottle is always topped up.

## MIRRORS

Check they are clean and free from damage and suitably positioned.

## LIGHTS

Keep all lights clean and in working order, including full beam and dipped headlights, side lights, brake lights, reversing lights, indicator lights and fog lights.

## BRAKES

Check foot brake for firmness and for operation as soon as is practicable after moving off in a safe area. Always be aware of the brake performance and listen for any noise from the brakes.

Check the hand brake.

## STEERING

Check for movement in steering and be continually aware of steering performance.

## OILS AND LUBRICANTS

Check levels of engine oil, antifreeze, brake fluid, clutch fluid, and gearbox oil as applicable.

**DEFECTS SHOULD BE REPORTED/RECTIFIED IMMEDIATELY**

15





# Road Tax, Vehicle MOT/PSV

## ROAD TAX, VEHICLE MOT/PSV VEHICLES REGISTERED IN NORTHERN IRELAND

- DFC will renew the road tax (AS SPECIFIED IN THE CONTRACT)  
If an MOT or PSV certificate becomes necessary DFC will arrange an appointment with the test centre, and inform the customer regarding a pre-test inspection, and appointment arrangements.
- The MOT certificate must be sent to DFC as soon as possible for re-taxing of the vehicle.

## VEHICLES REGISTERED IN ENGLAND, SCOTLAND AND WALES

- DFC will renew the road tax (AS SPECIFIED IN THE CONTRACT)  
If an MOT is required, DFC will contact and advise the driver to arrange to have an MOT test carried out at the driver's service agent. On the due date or as close as possible after this date but not before.
- The MOT certificate must be sent to DFC as soon as possible for re-taxing of the vehicle.



# Fines

## VEHICLE FINES

- If a driver receives a parking, speeding fine or congestion charge, this must be paid direct as per instructions on the fine.
- DFC are the registered keepers of the vehicle and will be automatically informed if a fixed penalty fine remains unpaid. On receiving this information the details of the driver will be issued to the relevant parties.
- If the fine remains unpaid DFC is required by law to pay the fine on the customer's behalf.
- In this event the cost of the fine will be charged to the customer together with an admin charge.

17



# Using Vehicle Abroad

## USING VEHICLE ABROAD

- The contract agreement covers vehicles registered in the UK. If the customer uses the vehicle outside the UK i.e. Europe, the customer must make sure their insurance details are in order.
- In the event of the Driver/Customer requiring Breakdown cover for Europe please visit our website [www.dfcbelfast.co.uk](http://www.dfcbelfast.co.uk) and log onto the Driver Information link to purchase **DFC/RAC European Cover**.
- The customer will need to obtain a letter of approval from the Customer Care Department at DFC.
- The customer is responsible for any costs arising from mechanical breakdown or accidental damage when travelling abroad.
- No routine maintenance or tyre replacement should be carried out on the vehicle while it is operating outside the UK without prior authorisation. DFC will not be responsible for any costs unless authorised.

18



# Vehicle Accessories

## DRIVER PROCEDURE FOR VEHICLE ACCESSORIES

- Factory fitted accessories e.g. audio units, single CD players, multi change CD players are not covered under a maintenance agreement unless covered by the manufacturer's warranty.
- Certain accessories may be fitted after delivery of the vehicle to the customer.
- Any accessories fitted must fall within legal requirements and must not cause any permanent damage to interior trim or bodywork.
- The contact agreement on the vehicle does not cover maintenance or repairs to non-factory fitted accessories. **(THESE CHARGES ARE THE RESPONSIBILITY OF THE CUSTOMER)**
- If the accessories, when fitted or when removed, cause any damage to the vehicle the customer will be responsible for any costs.
- Any accessory owned by the customer must be removed from the vehicle, at his or her own expense, before the vehicle is returned off contract.

19



# End of Contract

## DRIVER PROCEDURES FOR END OF CONTRACT

- The customer/driver should return the vehicle to DFC on the contract end date. **(UNLESS OTHERWISE SPECIFIED)**
- The Remarketing Manager will carry out an external and internal inspection of the vehicle in the customer/driver's presence.
- The condition of the vehicle and the end of contract mileage will be recorded on a DFC Condition Report Form.
- On completion of the inspection the customer/driver will be asked to sign the Condition Report Form, thus verifying mileage and condition, and protecting the customer from any claim or disagreement arising from damage that may have occurred after the vehicle was returned off contract.
- At the end of the contract period we would ask the customer/driver to remove all personal belongings and ensure the vehicle is clean and tidy, inside and out.
- The vehicle must be free from all damage, and all tools, spares, and other items of equipment that are original specification must be present and correct.
- The manufacturer's wallet, including manuals and service records, must be left in the glove box **(INCLUDING SPARE KEYS)** along with any other relevant information that concerns the service history of the vehicle.
- If the vehicle is returned on the contract end date and has damage or items missing from the body work, i.e. interior, wheel trims, keys, mirror glass or windscreen or glass damage, the costs for these repairs will be charged to the customer, as well as any excess mileage charges that may be appropriate.
- A valet charge will be incurred if the interior of the vehicle is deemed to be of an unacceptable level, due to spillages, smoke contamination or animal hairs etc. Exterior removal of signage/livery will be charged appropriately.

20

**Trevor Armstrong**  
**Remarketing Director**  
[trevor@dfcbelfast.co.uk](mailto:trevor@dfcbelfast.co.uk)  
**028 9073 4222**

- Trevor is our Remarketing Director, if you want to purchase your vehicle for yourself or Friends or family Trevor will assist you throughout the process.