



PORSCHE



Porsche Financial Services

Contract hire driver's guide – important information



Contract hire driver's guide

Welcome

This guide is designed to give you information about the services provided by Porsche Financial Services for contract hire customers.

Please take the time to read it so that you are aware of what you are entitled to under your contract hire agreement.

Contents

General information	3
Service and maintenance	5
Tyres	9



General information

Your responsibilities

It is your responsibility as the hirer to ensure the vehicle is serviced at the manufacturer's recommended intervals by an authorised Porsche Centre or Porsche Recommended Repairer and, where applicable, that the vehicle has a current MOT certificate. You are responsible for ensuring that the vehicle is in good repair and condition at all times and for any damage caused to, or deterioration of, the vehicle other than through reasonable fair wear and tear.

To help take care of your Porsche you should regularly:

- Check the engine oil level/coolant levels and refill as necessary in-between services
- Check tyre pressures, depth of tread and condition
- Check all lights and indicators
- Ensure there is a sufficient level of AdBlue™ (if applicable)

You should follow the manufacturer guidelines on oil refills and the quality of oil to use. Failure to do so could significantly impact on the performance of your vehicle in a number of ways:

- Increased wear or overheating – leading to engine damage which will, in time, devalue the vehicle

- Exhaust poisoning – over time the wrong oil will block or poison the exhaust catalysts causing the vehicle to fail its emissions and control tests
- Increased fuel consumption
- Decreased service intervals

If the vehicle is required to be repaired at any time during the contract for accidental damage or similar, please refer to specific requirements as mentioned in the terms and conditions of your agreement (section 9.4).

Who is responsible for fines and charges?

If you acquire any fines or charges relating to your vehicle, such as parking fines, fixed penalty notices, traffic camera offences, congestion charges etc, it is your responsibility to pay them. If we are required to pay a fine on your behalf, we will recharge you or your company along with an administration fee.

We are legally obliged to provide any details that we have available (such as driver details), on demand from the police, to help identify the driver of any vehicle.

Fitting of non-standard equipment

Please ring 0330 100 8925 and select General Enquiries; available 9am – 5pm Monday to Friday (closed Saturday, Sunday, and bank holidays) to obtain written approval before any fitting is undertaken. The costs to fit/purchase and maintain 'extras' are solely at your expense. We recommend that all extras are supplied and fitted by an approved/qualified installer and that they conform to all legal requirements.

Any consequential damage arising from the installation of extras must be repaired at your cost. At the end of the contract, any visible holes

in the bodywork or trim must be repaired to the standard required by Porsche Financial Services. Any electrical alterations must be restored to the original standard.

End of contract – vehicle return

We shall contact you before the end date of the contract to remind you that the vehicle is due for return.

Our collection company will then contact you to make arrangements to inspect and collect the vehicle.



General information (continued)

All documentation must be available with inspection and returned with the vehicle as follows:

- Manufacturer's service book
- Spare key (if applicable)
- Driver handbook
- Satellite navigation memory card or disc (where applicable)

You will be asked to sign a formal report of the vehicle condition. If it has sustained any damage beyond fair wear and tear including missing items or documentation (e.g. driver handbook, spare keys or original documentation), an appropriate charge will be incurred (for a definition of fair wear and tear, please refer to the BVRLA Fair Wear and Tear guidelines).

For each mile covered by the vehicle over the agreed annual mileage, or the maximum total mileage, you must pay us the excess mileage charge shown in your agreement.

Purchasing the vehicle at the end of the contract

If you, a member of your family or a colleague is interested in getting a purchase price then please call us on 0330 100 8925 and select option two.

Please note that the vehicle will be sold to you without a warranty. Unfortunately, if you are hiring the vehicle as a sole trader or as a member of a partnership we cannot sell the vehicle to you. Directors of the hiring company are also not eligible to purchase vehicles at the contract end.

Personalised number plates

If you wish to transfer a cherished number plate onto our vehicle, you must first gain authorisation from us by calling 0330 100 8925 and select General Enquiries. If you wish to assign a cherished registration number, we will complete the process for you as we are unable to release the registration documents to a third party. The registration number will be assigned to the vehicle and we will charge a £50 (including VAT) administration fee for each plate change. This is in addition to any costs associated with the assignment or retention of the cherished plate. The cherished plate must be removed before the end of the hiring period. Please allow two months for this process.

Road Fund Licence

Every year, we will automatically renew your Road Fund License (RFL) for you, as part of your contract. Confirmation that the RFL has been renewed will be sent in the post annually, however, if you have a specific enquiry, please call 0330 100 8925 and select option one.

Foreign travel

You must get our authority to take the vehicle outside the UK. Before taking it overseas, please ensure you obtain a letter of authority – Form VE103 – from us as we are the registered keeper of the vehicle. Please apply at least 14 days before the date of travel providing the name and addresses of all those driving the vehicle, registration number, departure and return date and email to travelabroad@vwfs.co.uk.

You must inform your company's insurance department to arrange a 'Green Card', and ensure you have adequate insurance cover for the country you are visiting. To find out country specific laws and requirements that you will need to know whilst driving abroad, please visit: www.gov.uk/driving-abroad

Please note that we will not be liable for any cost arising from use of the vehicle outside of the UK. Whilst abroad the vehicle is not covered for breakdown, repair or vehicle hire. You are strongly advised to check your level of breakdown cover on 0800 777 123 and, if required, arrange additional cover for your trip.

MOT certificate

An MOT test is not required in the first three years of a vehicle's life. When an inspection is required an authorised Porsche Centre or repairer should undertake it. Please ensure that certificates are sent to our Customer Services team (address below). If we do not receive the certificate we may not be able to tax the vehicle.

Porsche Financial Services Limited
Brunswick Court
Yeomans Drive
Milton Keynes
MK14 5LR



Service and maintenance

Your contract hire agreement can include an optional service, maintenance and tyres plan where all costs for parts and labour needed to satisfy those items in the service requirements will be met. Please see overleaf for details.

Inclusions

- All routine servicing as appropriate to your vehicle as determined by Porsche Financial Services
- All engine oils and fluids required within the service, excluding AdBlue™
- Brake fluid change as per the service requirements
- Required tyre replacements due to wear

With this optional service and maintenance and tyres plan you are also entitled to the replacement of vehicle parts, subject to fair wear and tear, that need to be repaired or replaced during the contract period. Please see opposite for replacement vehicle parts included in the plan.

All work is carried out in accordance with the manufacturer's recommended change schedule. It is your responsibility to get the vehicle serviced in-line with the manufacturer's service schedule. The service light will come on and advise you when the service is due. Failing to get the vehicle serviced in-line with the manufacturer's service schedule may invalidate the vehicles warranty. As a result you may be liable for costs on repairs that would have been repaired if the vehicles services were carried out within the scheduled time.



Service and maintenance (continued)

Electrical system including:

- Alternator
- Battery
- Bulbs
- Central locking
- ECU
- Fuses
- Instruments
- Standard alarm
- Standard immobiliser
- Starter motor
- Window regulator
- Wiper motor
- Wiring

Cooling system including:

- Coolant
- Heater components
- Hoses
- Radiator
- Reservoir
- Sender units
- Thermostat
- Water pump

Brake repairs including:

- Callipers
- Cylinders
- Discs
- Pads

Suspension including:

- Anti-roll bar
- Bushes
- Shock absorbers
- Springs
- Wishbones

Engine including:

- Cambelt and tensioner as stipulated by the manufacturer's specific schedule
- Drive belts
- Exhaust
- Fuel pump
- Gaskets
- Injectors
- Oil pump
- Seals
- Turbo

Transmission including:

- Clutch
- CV joints
- Flywheel
- Gaiters
- Gearbox
- Differential
- Drive shafts
- Torque converter
- Wheel bearings

Miscellaneous items such as:

- Handbrake adjustments
- Air conditioning service (max. one per contract if necessary)
- Key batteries
- MOT
- UK Roadside assistance for the term of your agreement provided that your vehicle is serviced and repaired by an authorised Porsche Centre in accordance with the manufacturer's instructions
- Wiper blades



Service and maintenance (continued)

Exclusions

The following is excluded from our service, maintenance and tyres plan:

- All non-standard service work
- Glass, including windscreens and all light units, resulting from damage / outside influences
- Oil, air and fluid top-ups between services
- Maintenance and repair of non-factory or non-standard fitted items/accessories
- Damaged or broken aerials
- Fuel and mis-fuelling
- AdBlue™ top ups
- Warranty work
- Any repairs we do not believe are fair wear and tear (as defined in the terms and conditions)
- Anti-theft devices
- Any associated maintenance or repairs to diesel particulate filters, catalytic reduction systems and AdBlue™
- Body repairs

- Damage caused by:
 - Negligence, abuse or misuse and accidents
 - Food, drink and cigarettes
 - Any form of corrosion including pollution, water, chemicals, salt and weather
 - Using the incorrect oil or by over-filling
- Damage to:
 - In-vehicle entertainment (inc. audio, communications and navigation systems)
 - Internal and external trim and bodywork

This is not a definitive list; the maintenance control team are happy to discuss any other repair queries you may have. Please call 0330 100 8925 and select General Enquiries. For a full list of the service and maintenance plan inclusions and exclusions please refer to the terms and conditions detailed on your contract hire application form.



Service and maintenance (continued)

When your Porsche needs service and maintenance

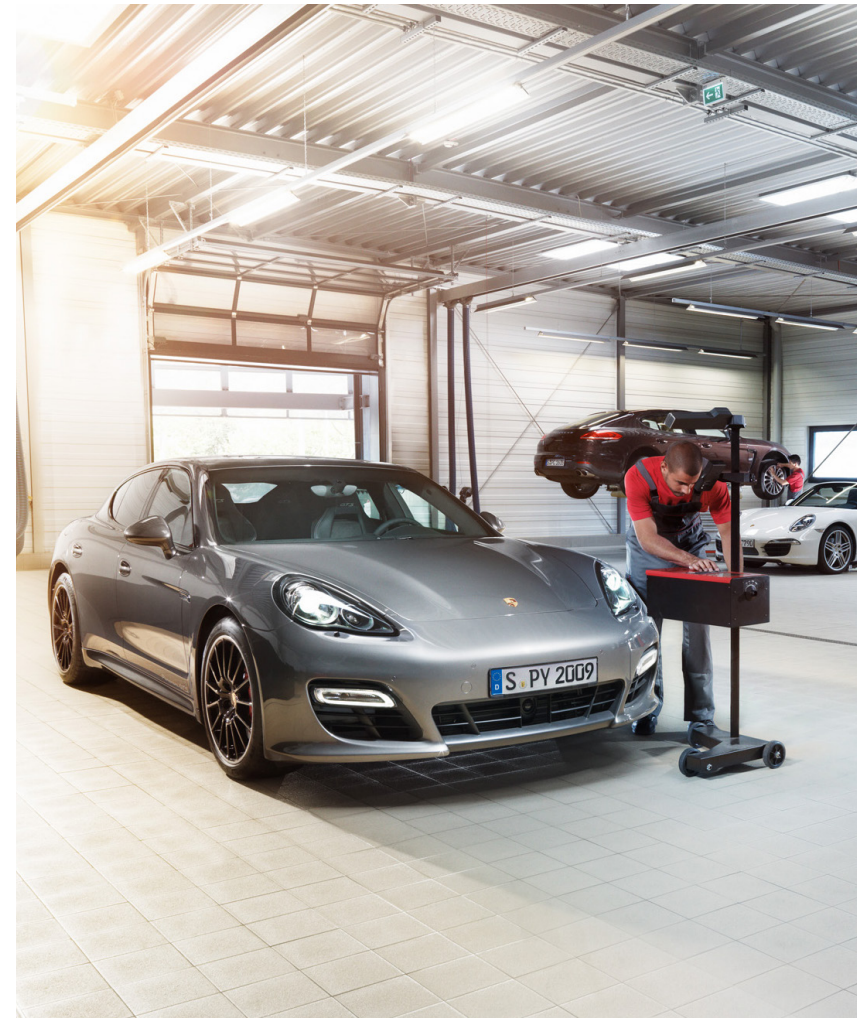
Using your service, maintenance and tyres plan couldn't be easier.

This is how it works:

- When your vehicle requires servicing, maintenance or tyres contact your authorised local Porsche Centre or Porsche authorised repairer to book your vehicle in. It is advisable to contact your Centre or repairer in advance of your requirement, where possible, as sometimes they will need notice to fit work into their schedule. When making your booking, remember to state if you have taken out the optional service, maintenance and tyres plan. Service or maintenance under this scheme can only be obtained from an authorised Porsche Centre or Porsche approved repairer
- The authorised Porsche Centre or Recommended Repairer will contact us for authority to carry out the work required and you will be asked to sign only for the completion of the job
- Have your service book stamped by the servicing Porsche Centre or Recommended Repairer. Alternatively, ensure the digital service record is updated by the servicing retailer

That is all there is to it, however please note:

- If you ask the Porsche Centre or Recommended Repairer to carry out any work not included within the recommended service, maintenance and tyres plan, you will have to pay for it when the work has been completed
- Any services not carried out before the contract end or mileage limit cannot subsequently be claimed for
- Damage caused to the vehicle as a result of neglect of service requirements will be charged to you



Tyres

Tyres are some of the most likely vehicle components to suffer wear and tear. Drivers should make regular checks in order to keep within safety and legal requirements.

The optional service, maintenance and tyres agreement includes 'Porsche N-Rated tyres' as part of the inclusive service, maintenance and tyres plan, this means replacement tyres are provided when necessary due to fair wear and tear. We will specify the make of any replacement tyres and they can only be replaced by a Porsche Centre.

The coverage applies to the factory-fitted specification of your vehicle. Only the correct Porsche N-Rated tyres will be used and optional upgrades to the factory supplied specification are the responsibility of the driver.

Please contact your local Porsche Centre if you have any queries or require further assistance.

Our tyre plan also includes:

- Replacement tyres of the same size and specification (but not necessarily the same make) as originally specified for standard fitment
- Valves
- Wheel alignment and geometry check where necessary due to fair wear and tear
- Wheel balance

Our tyre plan excludes:

- Accidental damage
- Misuse or vandalism
- Replacement of non N-Rated tyres
- Tyre sealant and repair equipment
- Tyres that have been repaired using tyre sealants or additives unless only the Porsche Tyre Repair Kit has been used
- Wheel alignment as a result of kerb damage or any other negligence





Contract hire is provided by Porsche Financial Services.
Porsche Financial Services is a trading name of
Volkswagen Financial Services (UK) Limited, Brunswick Court,
Yeomans Drive, Blakelands, Milton Keynes MK14 5LR

Registered office as left.
Registered in England number 2835230.
PFS24337FIN 01/18.