



# DRIVER HANDBOOK

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## SERVICE PLAN PLUS



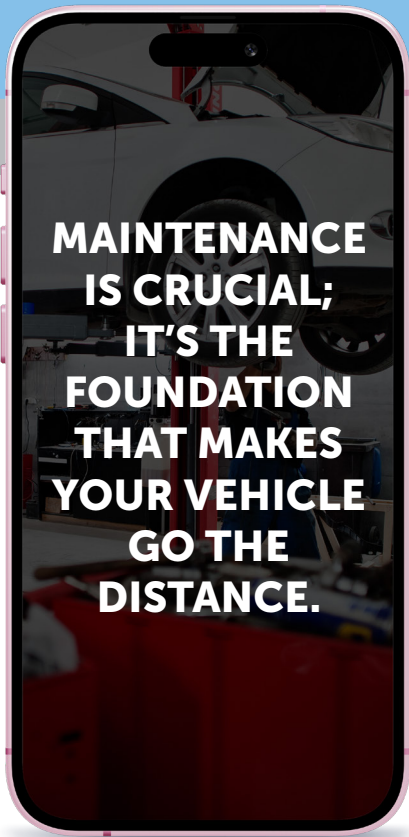


# WELCOME

Autoserve Direct is a proud member of the Aveto Group, with 40 years of expertise in the motor vehicle industry. As an independent entity with no affiliations to the motor trade, we provide impartial, expert advice and ensure our customers receive the highest standard of service from our trusted suppliers.

As pioneers in vehicle management, Autoserve Direct maintains its exemplary service standards and attention to detail through rigorous monitoring of supplier performance and cost efficiency. All our garages operate under legally binding agreements that include guarantees on all workmanship and spare parts, ensuring top-quality service at pre-approved rates. Central to our operations is a sophisticated software system that utilises data from motor manufacturers and technical trade databases, providing comprehensive information on every make and model of vehicle on UK roads.

At Autoserve Direct, we embrace the challenges of the future by integrating the latest technologies to complement the exciting innovations emerging from motor manufacturers and insurers. Our goal remains steadfast: to uphold the exceptional level of personal service that our customers value so highly.



## SERVICE PLAN PLUS

The Service Plan Plus is designed to make vehicle ownership simple and stress-free. With one straightforward monthly fee, you can cover your servicing and MOT needs while avoiding the worry of unexpected costs.

Through our wide network of independent service centres, you're never far from expert help. You'll also benefit from Smart Repair for minor damage, Accident Management support when you need it most, and access to pre-negotiated rates on additional repair work. Plus, our qualified technical team is always on hand to provide advice and support, keeping your vehicle running smoothly and safely, year after year.

### PRODUCT INCLUDES

SERVICING

TECHNICAL SUPPORT

MOTS

SMART REPAIR

ACCIDENT MANAGEMENT

PRE-NEGOTIGATED  
RATES

The Service Plan Plus is available for terms ranging from two to four years, providing peace of mind that your car maintenance is covered.

**Major service:** includes an air filter change, fuel filter change, brake fluid replacement, oil and filter change, and a vehicle health check.

**Minor service:** includes an oil and filter change, and a vehicle health check.

You'll also receive an MOT test annually.



# WHAT'S INCLUDED

## SERVICING AND MOT

The Service Plan Plus is designed for used cars and provides a cost-effective way to ensure that your servicing and MOT requirements are taken care of. The service plan covers your vehicles servicing and MOTs for the duration of the contract.

The length of your contract will determine how many major and minor services you qualify for in addition to your annual MOT test. If any repairs or work is identified during your MOT you are responsible for the cost of this as it is not covered by this plan.

The major service includes the following:

- Air filter change
- Fuel filter change
- Brake fluid replacement
- Oil & filter change
- Vehicle health check
- Service light reset

The minor service includes the following:

- Oil & filter change
- Vehicle health check
- Service light reset



# WHAT'S INCLUDED

## SMART REPAIR

As part of the Service Plan Plus, you'll have access to our Smart Repair product.

Smart Repair brings the body shop experts to your door, helping you keep your car in top condition from day one. You don't need to wait until the end of your lease, repairs can be completed as soon as they appear.

Whether it's a bumper scuff, paint scratch or alloy wheel damage, Smart Repair offers quick, professional repairs carried out at your location. There's no need for workshop visits, long lead times or unnecessary downtime, we'll come to you. All that's required is a suitable working space and access to electricity.

The repairs that can be carried out include:

- Paintwork scratches and scuffs
- Minor dents
- Bumper damage
- Alloy wheel repairs

(Please note: Smart Repair currently covers exterior bodywork only.)

Most repairs are completed within around four hours, ensuring minimal disruption and getting your car back on the road the same day.

Getting started is simple. Just submit an enquiry online and we'll review the details and send you a quote. If you'd like to proceed, we'll arrange your repair at a time and location that suits you. **Once the work is complete, payment will be taken with your next direct debit.**



# WHAT'S INCLUDED

## PRE NEGOTIATED RATES & TECHNICAL SUPPORT

Our customers benefit from exclusive pre-negotiated rates on additional repair work, from brakes to essential parts your vehicle may need throughout the contract. It's our way of ensuring quality repairs at fair, controlled costs, giving you complete peace of mind.

Behind the scenes, our ATA and VDA qualified motor engineers are always on hand to provide expert technical support whenever you need it. Whether it's a quick question or detailed guidance, our team helps keep your vehicles performing at their best.

Every repair and service is carried out by trusted professionals using approved parts, so you can be confident your vehicles remain roadworthy and compliant at all times. By maintaining manufacturer standards and minimising downtime, we help you protect your investment and keep your business moving.

What's more, our transparent approach means you'll always know what to expect, no hidden charges, no surprises, just reliable service that puts your needs first.



# WHAT'S INCLUDED

## ACCIDENT MANAGEMENT

We work in partnership with Optima Claims to support you following an accident.

**To make a claim, simply call  
01522 708885.**

We know how important it is to get you back on the road quickly. That's why we're pleased to partner with Optima Claims to help make your claim experience as seamless and stress-free as possible.

### What to Do After an Incident

If you've been involved in an accident, please report it as soon as possible. Prompt reporting means we can provide you with fast, effective support and help manage costs and any potential third-party claims.

### What Optima Claims Do for You

**Efficient Repairs:** They coordinate repairs through a trusted network of insurer all work carries industry standard guarantees, so you can have peace of mind.

**Minimizing Downtime:** We understand that being without a vehicle can disrupt your plans. Optima Claims aim to reduce your downtime throughout the claim process. During this time, you may be entitled to a like-for-like courtesy vehicle, so you can keep going with minimal inconvenience.

**Total Loss Guidance:** If your vehicle is deemed uneconomical to repair, Optima Claims will manage the total loss process with engineers and insurers to ensure you receive a fair settlement.

Please note: This service is not a replacement for motor insurance. You will need to purchase separate motor insurance to cover your vehicle, which is a legal requirement to drive on UK roads. This service provides support to you after an accident and our accident partner can contact your insurance company to help you make a claim.





**A CAR DOESN'T  
NEED TO BE EXPENSIVE  
TO RUN WELL, BUT  
IT DOES NEED  
REGULAR CARE.**

## **USEFUL TIPS**

Thank you for choosing Autoserve Direct for your Service Plan Plus contract. If you have any further queries, questions or experience any issues, please contact our team on **0121 521 3500** or email **info@autoservedirect.co.uk**.

To arrange a vehicle service you can use the book online via your login at: **[www.autoservedirect.co.uk](http://www.autoservedirect.co.uk)**



Autoserve Direct Ltd  
2 St Kenelm Court  
Steelpark Road  
Halesowen  
B62 8HD

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0121 521 3500  
[www.autoservedirect.co.uk](http://www.autoservedirect.co.uk)  
[info@autoservedirect.co.uk](mailto:info@autoservedirect.co.uk)

