

autoserve●●●™

# DRIVER HANDBOOK

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**USED GUARANTEED  
MAINTENANCE**





# WELCOME

Autoserve Ltd, 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.

We offer a dedicated service which is available 24 hours a day, 365 days a year, with a team of our own highly trained staff ready to respond immediately to our customers' needs. Our unwavering focus is on meeting the specific requirements of both business and private clients. With a wealth of technical experience and professional qualifications, our team is committed to delivering a consistently high level of personal service.

As pioneers in vehicle management, Autoserve maintains its exemplary service standards and attention to detail through rigorous monitoring of supplier performance and cost efficiency. All Autoserve 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 Ltd, 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.



**THE HASSLE  
FREE WAY TO  
KEEP YOUR  
USED VEHICLE  
ROAD READY**

# USED VEHICLE GUARANTEED MAINTENANCE

Our Used Vehicle Maintenance package is designed to help keep your used vehicle running smoothly throughout your contract. It covers the cost of manufacturer scheduled servicing and routine repairs, carried out at either a main dealer or an approved independent garage, ensuring your vehicle receives the appropriate level of care each year.

Your package also includes an MOT every year for the duration of your contract, giving you added peace of mind that your vehicle remains roadworthy and compliant.

## PRODUCT OVERVIEW

**SCHEDULED SERVICING,  
REPAIR & MOT**

**CONTRACTED TYRE  
ALLOWANCE\***

**ACCIDENT MANAGEMENT**

**SMART REPAIR NETWORK  
(chargeable)**

**12 V BATTERY  
REPLACEMENT**

**NON-LED BULBS  
& WIPER BLADES**

To support ongoing reliability, the package includes one 12v battery replacement per contract, if required, along with tyre replacements when required, including unrepairable punctures or sidewall damage. Tyre allocation is based on the agreed annual mileage at the start of your contract, with a minimum tread depth threshold applied.

Brake work is completed through our network of approved independent garages, ensuring a cost-effective and efficient service.

As a customer, you'll also benefit from access to Smart Repair and Accident Management services, helping you maintain your vehicle's condition and deal with unexpected incidents with ease.

\*Replacement tyre quantities are based on the annual mileage stated within your contract. Please refer to our website for full details.

# OUR PRODUCTS



## SERVICING, MAINTENANCE, REPAIR AND MOT

Our SMR product means that your vehicle manufacturer scheduled servicing and scheduled repairs, and MOT testing costs will be covered for the duration of the contract.

All servicing is based upon the manufacturers guidelines and servicing schedules. When your vehicle's service light or notification appears or when your first MOT is due, all you are required to do, is book online or contact us at Autoserve to let us know and we'll do the rest. We'll find the closest approved garage to either your work or home address, based on your preference.

As part of the vehicle's service, the maintenance contract will cover items such as:

1. Replacing the engine oil and filter\*
2. Replacement of fuel, oil, air and pollen filters\*
3. Spark plugs\*
4. Checking and topping up fluids such as brake fluid, engine coolant, AdBlue and windscreen washer fluid\*
5. Change of front & rear differential oils\*
6. Automatic gearbox service (when it is due)\*
7. Resetting the service light
8. General servicing checks including, checking the brakes and tyre inspection
9. Brake pads and discs
10. External bulbs and wiper blade replacement

At Autoserve we work with over 7000 servicing centres across the UK who may be able to provide you with a courtesy vehicle while your vehicle is in the garage, subject to availability and may be chargeable by the garage. Please note: Any courtesy cars, are provided by the garage directly and not by Autoserve. We can request this service for you but we cannot promise it will be available to you as this is beyond our control.

Alternatively, you can drop the vehicle off at the garage and collect it once the work has been completed. We do not reimburse customers for any form of travel costs including any costs which may be incurred because a courtesy car was unavailable.

N.B. The replacement of the \* items will follow the manufacturer scheduling.

# OUR PRODUCTS

## TYRES

Tyres are critical for vehicle safety, and ensuring they're in good condition should never be overlooked. That's why we include fair wear and tear tyre replacements, puncture replacements and sidewall. The tyre quantity is capped as per the front page of your agreement.

During your contract period, if your vehicle's tyres wear down to a tread depth of 2mm or less (considered fair wear and tear), we'll replace them.

To replace the tyre, you can complete the online form to be booked in or simply take the vehicle to your local Halfords Autocentre (formerly known as National Tyre and Autocare centre) or any Kwik Fit branch and inform them that you are an Autoserve customer upon arrival.

After inspecting the vehicle's tyres, the tyre centre will contact Autoserve for authorisation and will replace the tyres if authorised to do so.

Additionally, alloy wheel replacements and / or repairs are not covered.

# OUR PRODUCTS



## SMART REPAIR

As part of the Service Plan, 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.

This is not included within your agreement and is a chargeable product.

# OUR PRODUCTS



## BULBS AND WIPER BLADES

Replacement external non LED bulbs and wiper blades are included as part of your Guaranteed Maintenance package. We'll happily replace worn/blown bulbs and wiper blades for the duration of your contract.

To have these items replaced, simply take your vehicle to your local Halfords Autocentre (formerly known as National Tyre and Autocare centre) or a Kwik Fit branch and inform them that you are an Autoserve customer upon arrival. The branch will then seek authorisation from us to replace these for you.

Please note: Only worn items will be replaced, if your bulbs or wipers aren't working or are faulty due to damage they will not be replaced by Autoserve and you will be liable for the charge imposed by the garage yourself.

Your Used Guaranteed Maintenance contract does not cover any damaged items.



## 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.

# OPTIONAL EXTRA

## WINDSCREEN

Unfortunately, any form of windscreen repair or replacement is not covered by your contract, as this is classed as damage to the vehicle. It is your responsibility to arrange to get your vehicle's windscreen repaired or replaced. This includes all chips and cracks to all windows of your vehicle.

Our recommended windscreen repairer is Auto Windscreens. You can call Auto Windscreens directly on **01246 223036**, who will happily assist you.

An alternative option would be for you to contact your insurance company to see if your repair or replacement is covered by your insurance. Although, it is worth noting that on occasions it may be cheaper to go directly to a windscreen repairer, such as Auto Windscreens, compared to paying the excess amount on your insurance policy. We suggest you consider both options to see which would suit you best.

We highly recommend fixing any windscreen chips before they turn into cracks as this can be more costly for you in the long term.

This is not included within your agreement and is a chargeable product.



# EXCLUSIONS

Any item not listed on the SMR report is NOT covered by your Autoserve Used Guaranteed Maintenance contract. A copy of your vehicle's SMR report can be requested by emailing [info@autoserve.co.uk](mailto:info@autoserve.co.uk)

The driver of the vehicle is responsible for covering the costs and making the arrangements of anything not listed on the SMR report. It is the drivers responsibility to ensure the vehicle is road legal at all times.

**Items, services and consumables not listed on the SMR report, and are the drivers responsibility, include the likes of:**

Any form of damage to the vehicle or any of its components.

Tracking / Wheel Alignment is not covered. This is classed as damage and usually down to driver error e.g. kerbing the vehicle or hitting a pot hole.

Purchase, storage and / or fitting of winter or summer tyres. Autoserve fit, repair and replace all-season tyres only.

Replacement of tyres, brake pads, discs, windscreen wipers, bulbs, and puncture repairs are only carried out at our approved tyre suppliers, not at main dealer.

Any cracks or damage to the vehicles windscreen, regardless of cause.

One 12v battery per contract if required, can only be replaced at an approved garage, not through a main dealer.

We do not replace any EV or Hybrid batteries. These are not covered within your agreement.

Any costs in relation to insurance costs or fuel for hire vehicles / courtesy vehicles.

Any damage caused to a hire or courtesy vehicle or to your vehicle when driven by the garage or on garage premises.

If the garage cannot provide you with a courtesy car, Autoserve will not be able to arrange one for you. It is the garage who provide this service.

Any form of travel costs, including any costs which may be incurred because a courtesy car or collection and delivery of your vehicle is unavailable.

Misfuelling, along with any damage, repairs or costs involved.

The contract does not cover the cost of fuelling the vehicle or the charging of EVs.

Any form of damage caused by driving error or accident, regardless of fault.

Topping up of vehicle fluids such as oils and AdBlue are only included at the point of service, if the vehicle indicates it needs topping up sooner this is the drivers responsibility.

The contract does not replace or include vehicle insurance or vehicle road tax, the driver will need to arrange vehicle insurance and tax in order for the vehicle to be road legal.

If the vehicle has a manufacturer recall or requires warranty work. Autoserve will happily make this appointment, upon the drivers request, either by phone call or by completing the online form, but we will not advise the driver of any recalls.

Any issues in relation to oil dilution and diesel particulate filters (DPFs) or AdBlue System.

Any issues related to the vehicles air conditioning system, including air con recharges.

Autoserve will not be liable for any telephone call charges that the customers phone carrier may charge to call Autoserve or any of our partners.

**This is a summary for reference only and applies to the large majority of our Used Guaranteed Maintenance contracts, for full details on a particular contract, please refer to the contracts specific T&Cs and the vehicle's SMR report.**

**If you no longer have a copy of the T&Cs or would like to request the SMR report, please send a request via email to [info@autoserve.co.uk](mailto:info@autoserve.co.uk), along with the vehicle registration and Autoserve will send a copy via email.**



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

## **USEFUL TIPS**

Thank you for choosing Autoserve for your Used Guaranteed Maintenance contract. If you have any further queries, questions or experience any issues with your Used Guaranteed Maintenance service or need to use the 24/7 emergency helpline, please contact our team on **0121 521 3500** or email [info@autoserve.co.uk](mailto:info@autoserve.co.uk).

To arrange a vehicle service you can call, email or complete our online booking form which can be found on our website: [www.autoserve.co.uk](http://www.autoserve.co.uk) or scan the QR code below.

Remember to keep the driver handbook and your Autoserve key fob in a safe place so you know where to find it if you need us. Below are a few useful web pages you can use throughout your contract with us.

**SCAN ME**



### **FAQS**

We have some frequently asked questions on our website which will hopefully answer your questions, scan to read.

**SCAN ME**



### **DRIVER SUPPORT**

Our driver support section has loads of helpful tips and videos, please scan the above QR code to access.

**SCAN ME**



### **BOOKING SERVICE & MOT**

Booking a service or MOT is easy, either scan the QR code and book online or give us a call on **0121 521 3500**.

**SCAN ME**



### **WHATSAPP CHAT**

Our WhatsApp chat service is available Monday to Friday, 9am to 5pm. Scan the QR code above to start a chat.

autoserve ●●●™

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