

Driver Information

Contact Numbers

- You can access useful telephone numbers by going to <http://www.knowlesfleet.com/>, scroll down and select the '**Click here to get info**' button, enter your registration number and clicking '**Check**'.

Delivery

When your vehicle is delivered please ensure you:

- Are given at least 2 door keys
- Have a locking wheel nut key (if you have alloy wheels)
- Have a vehicle handbook
- Have thoroughly checked the vehicle for any damage or paint issues (any issue noted after the vehicle has been signed for cannot be rectified by the dealer)
- Have been shown by the delivery driver how to operate the vehicle Do not sign for the vehicle until you are completely happy with its condition and operation
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Servicing

- The name of your Lease Company can be found by logging into your online account or checking your vehicle details as above
- To book a service call the Service & MOT number
- Generally, most servicing is carried out on the anniversary of the vehicle or at a set mileage i.e. every 10,000 miles; whichever comes first. This information can vary depending on the manufacturer and can be found in your vehicle handbook which will normally be located in your glovebox. If you are still unsure, you can speak to your local franchise dealer or call the service and repair number.
- Do not book your car into an independent garage, the lease company may not authorise the service and you may have to pay for any work done
- Courtesy cars are not guaranteed; book your service early to increase your chance of getting one
- If you have a courtesy car for more than 2 days, advise Knowles Fleet
- The maintenance contract does not cover work required as a result of damage, driver misuse, or failure to maintain the car to the manufacturers recommendations

Windscreen

- Call the windscreen number
- Quote the account number
- Be near your car when you call to supply details
- Provide your car details make, model etc.
- Provide contact and location details
- If you have any issues, ask the agent to call 01206 257220

Emergency Breakdown

- Try to avoid coming to a stop where you are obstructing the road
- If stopped on a carriageway or motorway turn your steering wheel inward away from the road to avoid being pushed into traffic
- If stopped by the side of the road, leave your car and stand somewhere away from the traffic
- If you have to remain in the vehicle, sit on the side furthest away from the traffic
- If you have a smart phone, use a map service to pinpoint your location before calling the breakdown service
- If you do not have a smart phone look for landmarks or signs to help the breakdown team locate you
- Call the breakdown number
- If breakdown are unable to repair your car, have it towed to the nearest franchised dealer
- If you have a warning triangle, deploy it, if it is safe to do so
- Keep something warm in your car i.e. coat, fleece, blanket to keep you warm if you breakdown
- Ensure your locking wheel nut key is available (you will usually have one of these if you have alloy wheels) in the event your tyres need to be replaced.

Tyres

- The minimum legal tread depth for a car tyre is 1.6mm across the central ¾ of the tread and around the full circumference of the tyre
- You can receive 3 penalty points and up to a £2,500 fine for using a vehicle with defective tyres
- Check tyre pressure and tread depths regularly
- Check daily for stones or nails in the tread
- Remove any oil, fuel or paint from tyres immediately
- If your tyres need replacing call the tyre number
- Normal tyre replacement is part of your contract, this is subject to tyre availability and you will not be automatically entitled to a replacement vehicle whilst waiting for your tyres to be replaced.
- Replacement due to misuse or neglect may not be covered

Short Term Hire Car

- Contact Knowles Fleet if you require a hire car

Travelling Abroad

- If you plan to Travel Abroad contact Knowles Fleet at least one month before travel
- The lease company must authorise you to take the car abroad
- They will issue a 'Car on Hire Certificate' (VE103R)
- You will need a copy of the Insurance Certificate
- Please check driving regulations for the country you wish to visit
- Obtain European Breakdown cover (not included in your Contract)
- In many countries it is a legal requirement to carry:
 - Fire extinguisher
 - First aid kit
 - Warning triangle
 - Reflective jacket
 - Headlamp beam reflectors
 - Spare bulbs
- For details on Driving Abroad go to <https://www.gov.uk/driving-abroad>

Routine Maintenance

- Check your engine oil, water levels, tyre pressures & the operation of brakes and lights on a regular basis, particularly in cold weather
- Although some manufacturers now use a misfuelling prevention device in their vehicles, you must ensure you are filling up with the correct fuel. Misfuelling can lead to irreparable damage to your vehicle's engine and potentially leave you without transport while the engine is repaired/replaced.
- In the event of you misfuelling your vehicle, most of the irreparable damage can be avoided by not starting the engine. Please contact us as soon as you become aware of any misfuelling so we can advise you of the best course of action. Mis-fuelling is not covered under the contract and you will be required to pay any costs associated with misfuelling.

Accident/Car Undriveable

- If you have an accident stop as soon as it's safe
- Try to remain calm
- If a person is injured called the emergency services
- Obtain as many details as possible about anyone involved
- Record if they appeared to have suffered injuries
- Obtain names, addresses and contact details of all independent witnesses
- Photograph the damage to your car and the third party
- Photograph the scene of the accident i.e. signposts, junctions, road markings
- Record road name and postcode
- Only give your name NEVER give any other personal details to the third party
- Give any 3rd parties your name, registration number and our telephone number (01206 257220)
- NEVER admit liability
- If your car is undriveable call the breakdown number.
- Report the accident and arrange repairs by going to www.knowlesfleet.com and selecting 'Report an Accident'
- If you are injured go and see a Doctor and report it to Knowles Fleet as soon as possible

Mobile Phones

- It is illegal to use your phone while driving unless you have hands free access
- The law still applies even if you are stationary in traffic or at lights
- The police can stop you even when using hands free if they think you're not in control of the vehicle
- If you must make a call, park in a safe place and switch off your engine
- Avoid calling or speaking to anyone you know is driving
- Using a mobile phone while driving can incur 6 Penalty Points and a £200 fine, if the case goes to court you could be disqualified and/or receive a fine of £1,000

ECO Driving

- Eco-Driving saves around 20% of fuel, reduces car emissions and reduces fuel costs
- Find Cheaper Fuel by visiting www.petrolprices.com
- Have your car serviced at the intervals specified
- Don't over rev your engine, accelerate gradually
- Change gear as early as possible
- Avoid rapid acceleration and deceleration
- Avoid using a roof rack, box or bike carrier
- Avoid using air conditioning or opening the windows
- Remove unnecessary cargo
- Avoid multiple short trips—try to combine them
- Plan your route to avoid congestion.
- Check tyre pressure regularly and adjust for heavier loads
- Turn off electrical items when not required, e.g. lights
- Keep the car rolling where possible
- Make sure you use the correct engine oil

HMRC – Car Benefit Tax

- Your lease car is classified as a company car by HMRC
- You may receive a coding notice from the HMRC or tax may be taken at source (known as payrolling)
- We are not tax specialists and are unable to help with any other aspect of your tax code
- We can only confirm that your car benefit is correct
- If you received a change of code and are unsure if the change is correct, scan and email your tax coding notice to contracts@knowlesfleet.com
- If your employer does payrolling and you are unsure if the value shown on your payslip is correct, scan and email your payslip to contracts@knowlesfleet.com

Mileage

- If you need to claim business miles and are unsure how to do so, call us on 01206 255425 or email mileage@knowlesfleet.com and we will advise you
- Please provide us with an odometer reading every month by email to mileage@knowlesfleet.com if not completing mileage claims on the Knowles Fleet online system
- If you need to change your business or private mileage please email mileage@knowlesfleet.com
- We will make every effort to advise you if we think changes are required however, it is your responsibility to advise us if you need to make a change, we will not accept any liability for end of contract mileage charges because of incorrect contract business or private miles.

Disclaimer

- This information has been provided to assist you throughout your contract. Every care has been taken to ensure the information provided is correct at the time of publication however Knowles Associates TFM Ltd will not be held responsible for any errors or omissions.

How To

- Satellite Navigation:

The inclusion of built in touchscreens is becoming common practice with a lot of vehicles now sporting this option as standard.

Originally, built in screens were generally used to facilitate the use of a built in satellite navigation system. With the inclusion of screens becoming more frequent it can lead to some drivers wrongly assuming that their vehicle has this function as standard although, this may not always be the case.

Despite the fact the vehicle may not have built in satellite navigation it is possible your touchscreen could offer a solution. Some touchscreens now come with both Apple Car Play and Android Auto functions built in. This essentially allows you to connect your phone to your touchscreen via a cable [cable varies depending on the type of device you are using] which gives you access to a multitude of Apps including Maps, all of which are controlled via the touchscreen. Details of how you can use these services are included below:

Apple Car Play: <https://support.apple.com/en-gb/HT205634>

Android Auto: <https://support.google.com/androidauto/answer/6348029?hl=en-GB>

It is important that you check your vehicle handbook and the vehicle spec prior to ordering as not all touchscreens will have these functions.