
LeasePlan
DRIVER'S MANUAL
HAVENBUURT
Zaandam
Consumption
10 km
25 km
50 km
Trip

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Contacting LeasePlan



Contacting LeasePlan

Service Direct

Office Hours: 9:00 AM - 5:00 PM, Monday - Friday

Offices

LeasePlan Emirates Abu Dhabi Headquarters:
Al Najiheen St., Al Bahyah, 49, Al Shahamah New, Abu Dhabi, UAE

Dubai Office: Le Solarium Tower - Office 812 - Dubai Silicon Oasis - Dubai

Office Number: +971.2.404.6444

24/7 assistance: 800 DRIVER (800374837)
https://www.leaseplanemirates.ae

Welcome on Board



Welcome on Board

Congratulations on your new car, and thank you for choosing LeasePlan!

It is our endeavor to ensure that you have a trouble-free driving experience.

This manual contains all the information you need for taking delivery of your car, helping you to operate !your vehicle, maintaining and repairing your vehicle through LeasePlan, as well as several other pertinent details to your lease with us. Please spend a few minutes to familiarize yourself with it and keep it handy in your vehicle.

We encourage you to refer to your service agreement or contract details for a summary of the services included for your vehicle, along with the contracted term and mileage. Additionally, please review the Owner's Manual provided by the vehicle manufacturer to better understand your vehicle's features, operations, and maintenance requirements. An excellent resource for you is the LeasePlan website (www.leaseplanemirates.ae), through which you can place service requests, download documents, request an Orange Card for travel to Oman, update your driver details, request your Mobile App credentials, among several other functions to make your lease with us easier.

Should you need to reach us, please find the Contact Us tab on the website (www.leaseplanemirates.ae), or call our 24/7 hot line 800 - DRIVER (800 374837), and a LeasePlan Emirates representative will get back to you shortly.

We wish you safe times on the road.

Team LeasePlan Emirates

Taking Delivery of your vehicle



Taking Delivery of your Vehicle

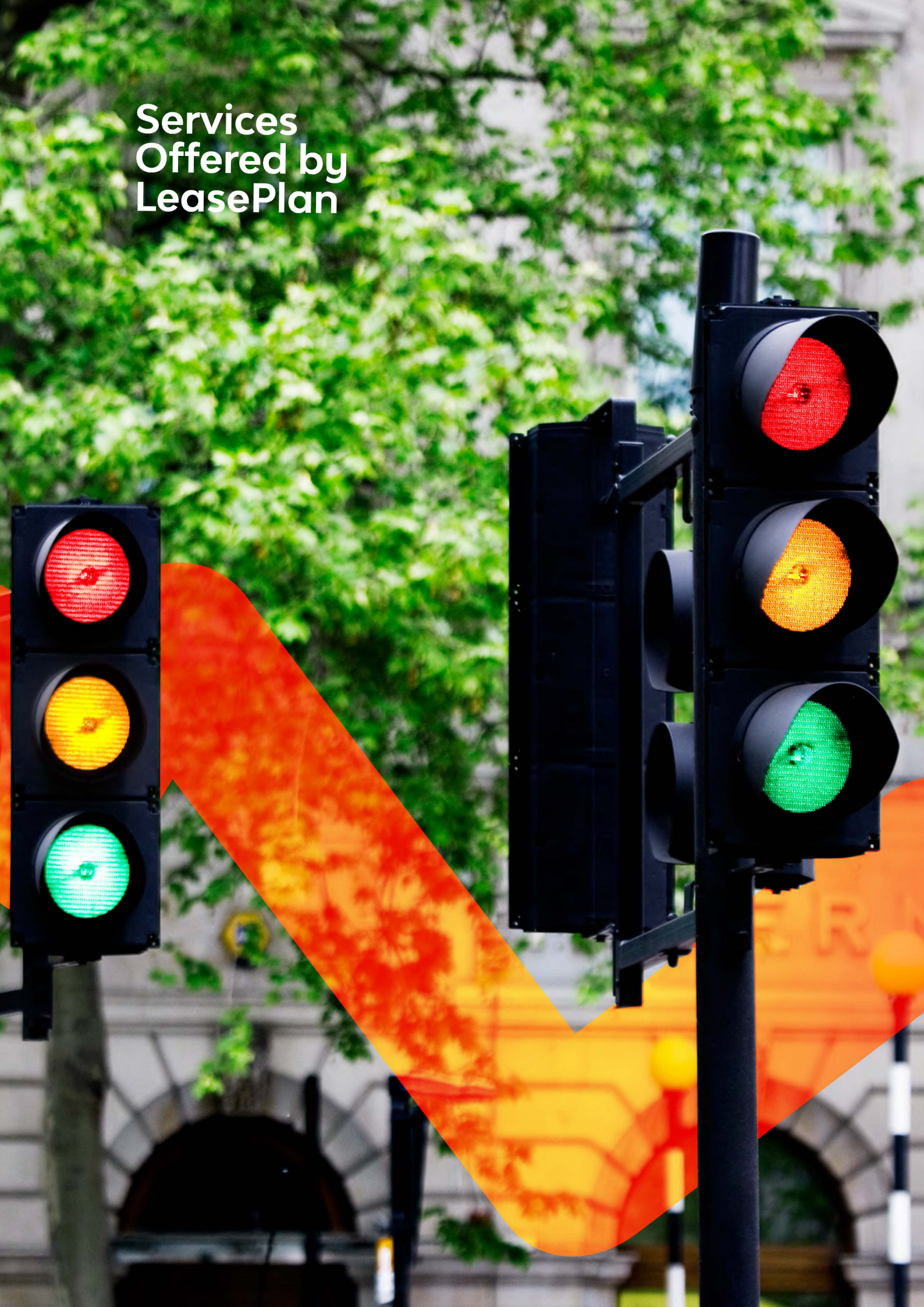
After receiving an order confirmation for your car from your company, LeasePlan places an order with the dealer and coordinates with them for the delivery of your vehicle. LeasePlan will keep you updated on the delivery schedule of your vehicle. You can also call up **800DRIVER (800 374837)** to know the delivery status of your car.

While taking delivery of your vehicle:

- Please inspect your vehicle for any visible damage or defects
- Check all standard accessories and understand the working of other fitments like the vehicle security System, music System, GPS System, and the like
- We advise you BEFORE signing the Delivery Receipt, to go on a short road test of your vehicle
- Please ensure that the delivery agent has handed over a copy of the Delivery Receipt
- Should there be any difficulty while take the delivery of your vehicle, please call **800DRIVER (800 374837)**, or visit us at the Contact Us tab on the website **(www.leaseplanemirates.ae)**

Operating your vehicle:

Please refer to the Owner's Manual, supplied by the manufacturer, to familiarize yourself with the various functions and features of your vehicle. The Owner's Manual will also give you important information on maintenance schedules and warranty limitations.



Services Offered by LeasePlan

Services Offered by LeasePlan

LeasePlan offers a host of vehicle management services. To know which services have been contracted by your company, please refer to the Welcome Letter or check with the fleet coordinator of your company. You could also get this information by calling 800 DRIVER (800374837) or visit us at the Contact Us tab on the website (www.leaseplanemirates.ae/).

Some of the standard services offered by LeasePlan include:

- Insurance for your vehicle
- Maintenance, repair and tyre management
- Accident/ damage repairs
- Replacement car
- Pick up and drop off
- LeasePlan hot line - 24/7 breakdown assistance



Maintenance, Repair and Tyre Replacements

Maintenance, Repair and Tyre Replacements

Each driver is responsible for his/her own vehicle.

- Check tyre pressures, oil and coolant levels regularly. Make sure the tyre tread depth is always within the safety limit.
- Check the tyres regularly for possible damage and to ensure these comply with the statutory guidelines for tyre profile depth.
- As a basic principle, prior approval via our hotline 800-DRIVER (800-374837) or website (www.leaseplanemirates.ae), must be obtained for any and all work relating to servicing and maintenance.
- Service work which departs from the maintenance plan and are not considered a regular interval service will not be paid for by LeasePlan Emirates.

Inclusion & maintenance:

- All periodic maintenance as per manufacturer's service manual
- All running repairs which would include engine, suspension, steering, clutch, brakes, air-conditioning, assemblies, sub-assemblies, wheel balancing, wheel alignment, electrical and lighting
- Maintenance and servicing of all standard accessories and equipment of vehicle
- All consumables for service, maintenance and repairs
- Tyres and battery

Exclusions under maintenance:

- Replacement and maintenance of nonstandard accessories
- Rubbing and polishing or other cosmetic jobs
- Repair due to damages caused by use negligence such as running on a flat tyre, not paying heed to oil warning lamp/temperature gauge, usage of adulterated or non-manufactured specified standard fuels, consequential damage due to driving post-accident
- Consequential damage due to non-adherence of service schedule
- Repair or replacement of number plates
- Other sudden statutory licenses/clearances as may be required from time to time

The service intervals prescribed by the vehicle manufacturer must be observed at all times, this is the only way warranty and goodwill claims can be asserted.

At the time of service requirement please proceed as follows:

- Vehicle manufacturers set different schedules for the first required maintenance. In general, first maintenance of your car will be required around 3,000 km. Please call 800-DRIVER to confirm the timing of your first service
- Please go online to our website and request a maintenance appointment or book an appointment directly with the LeasePlan Mobile App
- Alternatively please call 800-DRIVER (800-374837) select the option for Regular Inquiries > Maintenance
- For either of the above options please have your vehicle registration number and current mileage ready
- Schedule an appointment through our Mobile App

Under no circumstances should the car be taken for service without authorization and direction from LeasePlan Emirates staff.

Replacing and Changing Tyres:

All LeasePlan Emirates vehicles have a scheduled tyre replacement date that is specific to the vehicle, the mileage driven and the length of the lease term. Tyre replacement must be carried out by authorized LeasePlan Emirates tyre partners.

Please note: only the specified original tyre sizes my be fitted.

Additional cost items that are not listed as covered will be charged to the leasing customer.

If you have a punctured tyre please proceed as follows:

- Please call 800-DRIVER (800-374837) select the option for Emergency Services > Road Side Assistance for Breakdown
- A customer care agent will be ready to assist you

Accident Damage Repairs



Accident Damage Repairs

In case of the unfortunate event of an accident or damage to your vehicle, the LeasePlan team is there to help you. If your vehicle is immobile, please call us on **800-DRIVER (800-374837)** select the option for Emergency Services > Road Side Assistance for Breakdown, so that your vehicle can be towed to the nearest LeasePlan designated workshop. LeasePlan 800DRIVER is a 24 hour Breakdown Assistance Service available to you seven days a week.

Please inform LeasePlan of the accident or damage by calling **800-DRIVER (800-374837)** and provide:

- The description of the accident or damage
- The location
- Indicate if you have contacted the authorities

Based on the accident severity LeasePlan will initiate the necessary vehicle insurance proceedings and repairs of your vehicle.

If your vehicle is immobile because you have been in an accident or damage involving other parties please take the following steps:

- Attend to any injured people first
- DO NOT ADMIT LIABILITY or offer payment to other parties
- Call the UAE Police (999)
- Provide an honest account of what happened to the authorities and obtain a police report
- Contact LeasePlan at your earliest convenience and describe what happened
- If your car is immobile, LeasePlan will recover the vehicle and where applicable provide a replacement car

All matters relating to legal proceedings, severe third party injury, death and liabilities, will have to be handled directly by you and your company. LeasePlan will not be in a position to provide any assistance.


Replacement Car

Replacement Car

Depending on the services opted by your company, a Replacement Car may be provided to you when your vehicle is in the workshop for servicing or damage repairs.

While returning the replacement car, please make sure that the fuel level is the same as was at the time you received the replacement car.

All tolls and charges such as SALIK toll charges, parking, and the like, in respect to the Replacement car will have to be borne by you.

While receiving the replacement car, please sign the Receipt form and check that all the accessories, tools and documents are correctly listed. In case you notice damages to the car, please report these as well. While returning the Replacement car, please ensure that your valuables and belongings are not left inside the vehicle. LeasePlan will not be liable for any loss of valuables/documents left in the Replacement car.

User Responsibilities



User Responsibilities

Apart from the scheduled maintenance, a few simple checks on your vehicle at regular intervals will ensure that you are not inconvenienced while on the move.

These include:

- A weekly check of all fluid levels, including the battery. Please use genuine fluids as specified by the manufacturer
- A regular check of the tyre pressure as per the Owner's manual. In case of a flat tyre, please have it replaced with the spare tyre immediately to avoid damage to the affected tyre. Also get the flat tyre repaired at the earliest
- Defects, if any, in the Speedometer/Odometer must be reported to LeasePlan as soon as these are detected
- In case any warning lamps come on (engine check, oil, charging, brakes) while driving, or remain on after starting the engine, please call/ WhatsApp **800-DRIVER (800-374837)**
- Always park in an authorized parking area, and ensure that all doors and windows are securely locked
- If an Anti-burglar alarm is installed, ensure it is activated and
- Do not leave any valuables in the vehicle

In the event of theft of the vehicle, please do the following:

- Register a Police Report at the nearest Police station, giving details of the registration, chassis number and engine number
- Inform LeasePlan of the theft within 24 hours
- LeasPlan will coordinate with the authorities and insurance company and keep you or your company informed of the developments


Return
of the Vehicle

Return of the Vehicle

At the end of the contracted period you need to return the vehicle to LeasePlan. Please ensure the vehicle is returned on or before the contract end date. You can also get in touch via the website at www.leaseplanemirates.ae. Please note that a 48 hour (2 working days) notice is required for collection of a car.

Fair Wear and Tear

After you return the vehicle at the end of the contracted period, the wear and tear of the vehicle will be assessed, taking into account the age and mileage of the vehicle. Your vehicle was contracted assuming return of the car in a fair condition along with all relevant documents. Any change in the above would drastically impact the end of term market value of the vehicle.

In case the vehicle shows a degree of deterioration exceeding acceptable wear and tear, refurbishing charges may be applicable. In case documents, equipments and keys are missing from the vehicle, charges for regeneration and procurement of such items will be applicable.

In all cases, our endeavour will be to access damage recharges in a fair and transparent manner. In the Fair and Wear Guide which can be found on the LeasePlan Emirates' website, you will find examples of acceptable and unacceptable wear and tear of the vehicle. This information will help you to understand in advance the fair wear and tear considerations that would be applicable.

In principle, please ensure at the time of off-hiring, the following items are kept in the car and/or handed over to a LeasePlan representative:

- All sets of keys
- All remotes
- Vehicle operating manuals
- Vehicle service book
- Radio codes
- Any CD's or DVD's relating to GPS equipment
- Tool kit and jack
- All accessories that came with the vehicle (ie cargo blind, mats, fire extinguisher, first aid kits, etc.,)
- If applicable: CICPA pass, original vehicle registration card, fuel card and/or cleaning card

Advertising stickers or decals, regardless of their condition, have a negative effect on marketing efforts to the used car after it has been returned. For this reason, these must be properly removed prior to returning the car.

Unpleasant odour in the car's interior also deters buyers of used cars. It may be worthwhile to occasionally have the interior, including the seats, completely cleaned.



Green Driving Tips

Green Driving Tips

1. **Travel light** – Excess weight reduces mileage, especially when driving up the inclines. Similarly, a loaded road rack can cause air drag and reduce fuel efficiency. Avoid carrying stuff on the car roof whenever possible.

2. **Maintain a steady speed** – Maintain a steady speed, using the highest gear possible (overdrive gear), as driving at higher rpm's in lower gears increases the fuel consumption. Using the engine's power band and keeping it in the optimum rpm range will make it work optimally. Usually the best band of rpm's is between 1500-3000 for petrol engines and 1500-2500 for diesels but consult the user manual of the particular vehicle for the best rpm range for efficient driving.

3. **Decelerate smoothly** – When slowing down or stopping, make sure you decelerate smoothly and release the accelerator leaving the car in gear. The cars manufactured today have a fuel injection system combined with an electronic function that cuts off the engine's fuel supply in engine braking mode. The advantages of this can be used by releasing the accelerator in time. This also reduces the wear and tear of the brakes, which in turn reduces the maintenance costs. Besides, engine braking also has a positive effect on fuel consumptions, exhaust emissions and traffic comfort.

4. **Clean and replace air filters regularly** - One of the biggest causes of increased fuel consumption in our dusty environment is excess dirt in the air filter, blocking the flow of air to the engine and thereby burning too much fuel, So, clean the air filter regularly and replace as advised by the manufacturer to maintain maximum possible efficiency.

5. **Park in the shade in the summer** – As we all know UAE summers can be brutal, hence, it is advisable to park the car in the shade whenever possible, thereby, making the interiors cooler. This helps as the engine and the a/c system has less work to do when the vehicle is moving again resulting in lesser load on the engine and better efficiency.

6. **Avoid road rage** – Aggressive driving consumes much more fuel than relaxed driving and therefore in the interest of better fuel efficiency keep your cool on the road and be smooth and gentle.

Green Driving Tips

7. **Avoid rush hours** – Stop-and-go traffic is stressful both for you and your car. Try and avoid rush hours whenever you can, it will not only save fuel but also limit the pollutant levels generated from your car.

8. **Watch your foot** – Avoid keeping your foot on the clutch pedal while driving. This not only causes harm to the clutch plate (Clutch over riding), but also causes wastage of fuel as the engine does not drive the wheels to its highest potential.

9. **Avoid incessant idling** – When at a traffic signal or while waiting for someone, do not leave your car on idling for long as it burns fuel uselessly. If there is a situation where the waiting is going to be for more than 3 minutes, its best to switch off the engine and start again when you are ready to drive.

10. **Optimal use of Air conditioning** – Air conditioning can reduce the fuel efficiency by 10-20%. So try not to overuse this and roll down the windows to let in the breeze. However, please keep in mind that the cars are more fuel efficient with the air conditioning on when on highway speeds, rather than having the windows rolled down. Open windows on high speeds can cause air drag and reduce our car's fuel mileage.

11. **Correct tyre pressure** – Check tyre pressure regularly and maintain it at the prescribed levels. Underinflated tyres increase the rolling resistance of a vehicle and very quickly increase the fuel consumption.

12. **Keep your car maintained** – An effective servicing and maintenance schedule keeps your car working at its best, saves costs and lowers emissions. It's vital to read through your car manual for understanding the schedule of service.

13. **Plan your journeys** – Effective journey planning will reduce driving time and fuel costs. Aim to drive less. Giving your car a rest from time to time is the most radical way to reduce fuel costs and emissions. Avoid short time car journeys. Fuel consumption and CO_2 emissions are much higher when the engine is still cold, plan ahead and combine short journeys to ensure the car can run for a longer period and in effect deliver better fuel efficiency and generate less air pollution.

14. **Carpooling** – If possible, carpool to office with your colleagues thereby avoiding the need for multiple cars to go to office where only one will suffice and thereby reducing consumption of fuel and also cost savings.