

One number for total assistance.
0333 800 1451

Welcome to your new driver guide.

Accident Management

Accident Management is provided as part of your insurance cover. In the event of an accident please call **0333 800 1451**. If the accident is not your fault and you have the third party's insurance details, you will receive a like for like vehicle.

Please advise your employer and/or insurance company as soon as possible after an accident.

Foreign Travel

Please contact TCH Salsa on **0333 800 1451** at least 14 days before your date of travel so that we can issue the documents you will require. We can offer foreign travel breakdown cover at subsidised rates.

Fixed Penalty Fines & Congestion Charges

Please pay any fines or charges promptly. We will recharge any unpaid fines together with an administration fee. If you are in dispute, please email us at **finest@tchsalsa.co.uk**.

Vehicle Glass

Replacement Windscreen cover is included in your insurance (£75 excess applies). Free repair cover included. Please call 0333 800 1451.

Contact Details

TCH Assist:
0333 800 1451

TCH Salsa Website:
www.tchsalsa.co.uk

Email:
assist@tchsalsa.co.uk

Address:
Cuthbert House
9 Brookdale Court
Chapelton, Sheffield
S35 2PT





Welcome to TCH Salsa Salary Sacrifice product. This document provides you with your complete aftersales solution.

Thank you for choosing TCH Salsa as the supplier of your new Salary Sacrifice vehicle. TCH Salsa is a product of TCH Leasing and provides you with your complete after sales care package through our TCH Assist service.

TCH Leasing is one of the leading companies in the Salary Sacrifice sector and has been providing high quality service to organisations throughout the whole of the UK for over 50 years. We are independent and providing the highest level of service is at the forefront of our business.

This booklet contains all the information you are likely to need during the lease of your vehicle. To access all the services you might require please ring the dedicated Assist line on **0333 800 1451**.

Service & Repair

We have accounts with most franchised dealers and many national repairers. Our support staff will be pleased to assist you to locate the most appropriate repairer for your vehicle in your locality and will make bookings to save you time and effort.

Service Booking

When your vehicle requires servicing or repairing, simply ring us on **0333 800 1451** and an advisor will assist you.

If you require a courtesy vehicle or collection/delivery service when your vehicle is in for service, then please ensure that your request is made at the time of booking. Where available, there is a general lead time for courtesy vehicles of around 14 days dependent on the franchise and dealership.

Service work must not be carried out without authorisation and use of the service booking facility will ensure that repairers follow correct authorisation and invoicing procedures.

Tyre Replacements

TCH Salsa operates a no quibble tyre policy with Kwik-Fit. (Stolen or vandalised tyres are excluded.) Please ring the service booking line on **0333 800 1451** to arrange fitment or repair using branch or mobile facilities as convenient for you. Kwik-Fit branches are open 363 days of the year.

Mobile Services:

- Provide on site replacement
- Save time and hassle
- Available during office hours at no extra cost (Mon to Fri 8.30am to 5.30pm)

Please note, if you use a tyre supplier other than Kwik-Fit you may be liable to a charge.

Emergency Out of Hours

Should you break down or require tyres out of hours simply contact us on **0333 800 1451** and an operator will assist you.

Driver's Obligations

It is your responsibility to ensure that you have your vehicle serviced at the times/mileages specified in the manufacturer's handbook. Failure to comply with the service requirements may invalidate the warranty and result in recharges to you.

Regular checks of tyre pressure, oil levels, coolant levels and windscreen washer levels are critical and remain your responsibility. Your manufacturer's handbook will provide you with all the details pertaining to these checks as well as any others that are required. Please read your handbook at your earliest convenience and ensure you familiarise yourself with all aspects of your vehicle's operation.

For your safety and to maintain reliability you must ensure that your vehicle is always kept in a roadworthy condition and that all tyres and lights conform to applicable legislation. Vehicle warning lights should not be ignored. If you are in any doubt please ring the helpline when safe to do so.

DPF (Diesel Particulate Filters)

Many modern diesel vehicles are fitted with DPFs which may require attention particularly on lower mileage vehicles. The vehicle will have a warning indicator informing you that action needs to be taken. Please refer to the manufacturer's handbook for remedial action.

Vehicle Oil

It is important that you familiarise yourself with the type of oil your vehicle requires. Any oil used in your vehicle must be to the manufacturer's precise specification. For example, many manufacturers require the use of synthetic oil. Details can be found in your vehicle handbook.

Failure to observe manufacturer guidelines may result in recharges to you.

Your New Driver Guide

Breakdown & Recovery

TCH Assist always provides you with a breakdown and recovery facility.

This includes: Roadside Assistance; At Home Service; Recovery/onward travel and Recovery Plus.

MOTs

We will issue an MOT reminder approximately one month prior to the due date. Please ring the service booking line to arrange your MOT.

It always remains your legal responsibility to ensure that the vehicle you drive has a valid MOT certificate. If you have any doubts regarding the date your MOT is due, please contact us immediately. Please forward your MOT certificate to us as soon as possible after the work has been completed.

Road Fund Licence

It is your responsibility to ensure you display a valid tax disc on your vehicle at all times. These will be sent to you or your organisation at the appropriate time. Non-display of a valid road fund licence is an offence by the driver of the vehicle at the time. Please contact TCH Salsa if you have not received your disc by the due date.

