

A long-exposure photograph of a car driving at night on a highway. The car's side-view mirror is visible in the foreground, reflecting the road behind. The background shows blurred streaks of light from other vehicles and city lights, creating a sense of motion.

DRIVER INFORMATION

Provided in this guide is all the information you need to know about our comprehensive range of support services helping you get the very best from your vehicle.



Welcome to Mahony Fleet

This guide contains all the information necessary to provide you with a better understanding of the services available for you and your vehicle.

Should you have any questions or queries in relation to your lease, please contact us by phone 01 8660520 or by email at info@mahonyfleet.ie

Thank you for choosing Mahony Fleet as your leasing provider. We hope you enjoy your new vehicle and that your experience working with us is a memorable one.

Visit www.mahonyfleet.ie for more information.

Important Information

- Each driver must contact our Driver Support team once their vehicle requires a service, replacement tyres or if there are any general issues with the vehicle.
- Any damage, however minor, should be reported when it occurs. This is the best way to avoid end of contract charges.
- Regularly clean and inspect your vehicle. If you are driving a light commercial vehicle, it is important to note that you must perform a daily walkaround check and ensure that your CVRT certificate is displayed at all times. Check out our driver app for more information.
- If you intend to take your vehicle abroad, you will require written authorisation from Mahony Fleet. We recommend all drivers take out their own additional breakdown cover and notify your insurance provider.
- It is important that you have a valid tax disc displayed at all times. All motor tax discs will be posted to your company head office 2 weeks prior to expiration.
- Our Driver Portal will assist you with vehicle service bookings, provide access to vehicle maintenance history and walk around checks.

Support Services



SERVICE, MAINTENANCE & REPAIR

Our Driver Support team will arrange a service with a preferred supplier that is convenient for you. All services must be booked when the mileage has reached the service interval recommended by the manufacturer.



TYRE REPLACEMENT

Our Driver Support team can arrange an appointment to have your tyres changed at a location suitable for you. All drivers should check the condition of their tyres regularly.



ACCIDENT MANAGEMENT

Our Driver Support team will take control of the incident as soon as it is reported and provide assistance. If you have been in an incident, please contact our Driver Support team.



ROADSIDE ASSISTANCE

Mahony Fleet provides breakdown assistance 24 hours a day, 365 days a year. We operate an out of hours support line to aid drivers in the event of a breakdown.



RELIEF VEHICLE

In the event of a routine service, emergency breakdown or repair, a courtesy car will be made available. Contact our Driver Support team and they will arrange a replacement vehicle.



WINDSCREEN REPLACEMENT

Through our preferred suppliers, we provide a glass replacement service. All windscreen chips must be repaired when they occur.



CVRT & NCT BOOKINGS

When a vehicle is due a CVRT or NCT, our Driver Support team will contact you to schedule an appointment.

Vehicle Wear & Tear

Mahony Fleet adopts a thorough and professional approach when it comes to assessing the condition of the vehicle when it comes off lease. We expect the minimum standards to be met to ensure the vehicle is in good condition for resale. This is a guide that shows you what to look out for to avoid any future refurbishment charges when the car is returned.

The below graph outlines some common wear and tear problems that drivers often experience. Except for minor damage, it is always best to repair damage when it occurs.

If you require our comprehensive FW&T guidelines, please contact our Driver Support team.

Please note: We adhere to the Fair Wear & Tear guidelines outlined by the Vehicle Leasing Association of Ireland.



DOOR MIRRORS

Missing or damaged door mirrors are not acceptable and they must work correctly.



VEHICLE INTERIOR

The interior upholstery and trim must be clean with no visible damage. All in-car equipment must be intact and operate correctly. Any damage from fitting other equipment must be repaired.

Light staining to seats is acceptable but tears and burn marks are not.



SCRATCHES

Light scratches and abrasions up to 25mm long are acceptable if they have not penetrated the base coat.

Scratches longer than 25mm or through to the base coat, are not acceptable.

WHEEL AND WHEEL TRIMS

Bad scuffs and dents to wheel alloys or hubcaps are not acceptable.

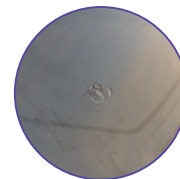


LUGGAGE AREA

The spare wheel, jack and other tools, if originally supplied, must be intact, stowed properly and in good working order.

MECHANICAL CONDITION

Any sign of abuse or neglect, such as brake damage, worn out pads, engine damage, clutch damage and damage to the underside will lead to a vehicle return charge.



WINDSCREEN AND WINDOWS

Any chips or damage must be repaired immediately.



CHIPS

Small areas of chipping is acceptable, provided that the base coat has not been penetrated.

Excessive chips should be repaired before the car is returned.



DENTS

Minor dents are acceptable provided that the base coat has not been penetrated. More than one dent per panel is not acceptable.

Dents over 10mm are not acceptable.



LAMPS GLASSES/LENS

Lamps and lenses should be replaced if cracked or holed.

Holes or cracks allowing water to get in are not acceptable.



ACCIDENT DAMAGE

Accident damage should be repaired to a professional standard. There should be no signs of rust or corrosion.

Damage should be repaired as soon as possible.



TYRES

All tyres must meet the minimum legal standard for tread depth and sidewall condition.

Replace tyres with damaged tread or sidewalls immediately.

Accident Management

If your vehicle is involved in an accident or incident, we have outlined the below steps to assist you:

- Stop immediately (as long as it's safe to do so).
- If anyone has been injured, the Gardaí must be called and the vehicles should not be moved until instructed to do so by a member of the Gardaí.
- Do not admit liability, discuss the incident or offer to pay.
- Ensure you get their insurance details.
- If anyone witnessed the incident, request their personal details if possible (name, address, phone number, vehicle registration).
- If possible, photograph the scene of the accident if safe to do so. If a camera is not available, a brief sketch with details of all vehicles involved will help.



Light Commercial Vehicles

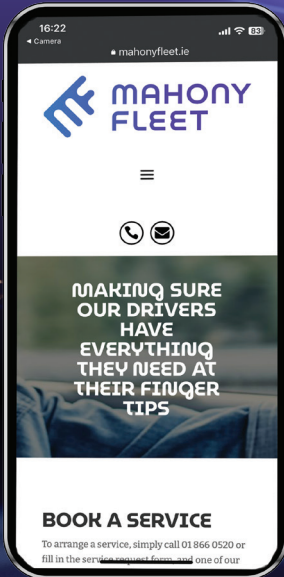
If you are driving a commercial vehicle, there are responsibilities that you as a driver need to be aware of. As the driver of a commercial vehicle it is your responsibility to conduct the daily walk around and checks to spot potentially dangerous issues. When completing a walk around check you should have a system in place for reporting vehicle defects. You can report any defects on our driver portal and they will be sent to our maintenance team. It is important to ensure that driver defects are repaired to a high standard in accordance with the Mahony Fleet Fair Wear & Tear guide.

It is a legal requirement to complete the daily walk around checks. We provide each driver with access to our driver portal which contains the items you should check. It also has built in reporting functionality for defects.





MAHONY FLEET



Driver Portal

The Mahony Fleet Driver Portal is convenient and easy to use and provides you with all the information you need to know about your vehicle. Key features include:

- Make Service Bookings
- View Maintenance History
- Perform Vehicle Walkaround Checks
- View Your Vehicle's Data

For more information or to request your log in details, please contact our Driver Support team today.

Contact Information

Tel: 01 866 0520

E: driversupport@mahonyfleet.ie

Howth Junction, Kilbarrack Road,
Dublin 5, D05 P7W8