

Backstage ADI Solutions Fair Wear & Tear Guide

Welcome

Thank you for choosing Backstage to supply your instructor vehicle. Your custom is very important to us and we take great pride on our ongoing customer service; from helping you change to the vehicle which best suits your needs, to keeping you on the road earning money.

With this in mind, we have devised this booklet to give you some quick and easy tips to help you to keep your vehicle in the optimum condition, both mechanically and cosmetically.

Please keep this booklet as a tool to help you avoid any unnecessary expenses when your vehicle is returned.

Contents

Servicing, Documentation, Appearance, Keys

Servicing • Routine maintenance • Documentation	3
Appearance • Decals and badges • Keys	4

Bodywork and Fittings

Body and paintwork damage • Windscreen	5
and windows • Mouldings, wheel arch trims	6
Door mirrors • Lamps/lenses • Number plates	

Wheel & Wheel Trims, Tyres, Mechanical Condition

Wheels and wheel trims • Alloy wheels	7
Tyres • Mechanical condition	8

Vehicle Interior

Vehicle interior (trim, carpets, headlining, boot) • Seat and seatbelts	9
Dashboard, controls and steering wheel • Car audio	10

End of Contract Checklist

End of contract checklist	11
How to carry out a successful appraisal	12

Useful day to day tips

Tips • Disclaimer	13
-------------------	----

Return/ Swap-over process

When we collect your car • Interpreting our appraisal form • Once the vehicle is collected /returned	14
--	----

Servicing • Routine maintenance • Documentation

What's required?

Servicing

Your car should be serviced according to the manufacturer's service schedule, using only genuine manufacturer parts. You'll find details of service intervals in your vehicle's service book. A full service and maintenance record must be returned with the vehicle.

Backstage suggests...

Vehicles should be serviced by Kwik Fit, ATS, or a franchised dealer. You must use genuine manufacturer parts.

When a car is serviced, make sure the service book is stamped and ensure proof of the service is provided. Please refer to the orange service authorisation pamphlet located within your service book.

Keep evidence of servicing, such as an invoice or job card.

Routine Maintenance

It is your responsibility to ensure the vehicle is maintained to a roadworthy standard. Mechanical faults must be rectified promptly. Many serious faults will be covered by the manufacturer's warranty.

Check oil and coolant levels weekly and maintain at correct levels.

Investigate any poor running symptoms or unusual noises and have them rectified.

If you have any problems, contact the relevant local franchised dealer.

Documentation

All vehicle documentation must be returned with the vehicle. This will include the owner's manual, the service book (stamped as appropriate), details of audio security codes and all evidence of services and repair work (invoices).

Keep all documentation relating to the car including service history, key codes and book packs in a safe place within the vehicle.

Label any items you remove so you know which vehicle they belong to.

Appearance • Decals and badges • Keys

What's required?

Appearance

Prior to vehicle swap-over/ return to us, the vehicle's exterior should be cleaned to allow a detailed inspection. The interior should be cleared of rubbish and kept clean and tidy.

Backstage suggests...

Clean the interior and exterior regularly to ensure a good cosmetic appearance. Polish the exterior every few months to remove traffic grime.

Always operate a no smoking policy in your car, it will be easier to keep it clean and reduce the risk of carpet/seat burns.

Decals and badges

If signwriting was not fitted by ourselves we recommend this is removed prior to changeover. Any remnants of glue must also be removed.

Differences in paint colour following removal of decals etc. is unacceptable.

Manufacturer's badges must be in their correct place on the vehicle.

If we remove signage on your behalf, it is chargeable.

1. Always use decals/stickers that can be easily removed without damage to the car's bodywork (We recommend using 3-5 year vinyl rather than 5-10 year).

2. When removing stickers, make sure all glue remnants are removed.

3. If decals are left on the vehicle at swap-over/return, watch out for dents hidden under them, any damage found under signs will be charged.

4. Try to avoid magnetic signs as these can mark paintwork. However, if used, ensure a protective covering is placed underneath to avoid direct contact with paintwork.

5. Check to make sure no manufacturer's badges are missing.

Keys

A master key and any locking wheel nut keys should be returned as originally supplied, complete with any fobs. If applicable, remote controls or devices for the remote locking system and/or vehicle security system must be available and working properly.

Locking wheel nut keys should be kept in a secure location in the car. Please ensure they remain in the vehicle after service/tyre work.

Take good care of keys as replacing master keys for engine management systems can be very expensive.

Body and paintwork damage • Windscreen and Windows Mouldings and Wheel Arch Trims

What's required?

Body and paintwork damage

The bodywork must be free of rust or corrosion. Bodywork includes all painted areas of your courtesy vehicle, including painted bumpers, body mouldings and mirrors.

Very small areas of chipping are acceptable including door edge chipping, as long as the base coat hasn't been penetrated and there is no corrosion.

Minor dents (up to 10mm) are acceptable, as long as the base coat hasn't been penetrated and there is no corrosion. Multiple dents on one panel are unacceptable.

Light scratches (up to 25mm) are acceptable, as long as the base coat hasn't been penetrated and there is no corrosion.

Windscreen and windows

Chips, cracks or holes are unacceptable and potentially dangerous. Window heating elements must be working.

Mouldings and wheel arch trims

Light scuffing is acceptable, as long as the moulding or wheel arch trim is not broken, cracked or deformed.

Backstage suggests...

Repair all damage to paintwork as soon as possible.

Minor scratches can often be polished out, doing it yourself will save you money.

High quality 'SMART' repairs are an effective and economical way of dealing with dents, chips and scratches.

Substandard repairs are a false economy. They have to be rectified at a greater cost to you.

Keep vehicle glass clean for safety, and to allow damage to be identified and repaired.

Pay careful attention to windscreen damage. It must be repaired immediately. When there is damage in the driver's line of sight, (the area where the wipers touch) the windscreen will need to be replaced.

Repair damage to moulding or wheel arch trim as soon as possible.

If a damaged moulding can't be properly aligned, replacement is required.

Door mirrors • Lamps/Lenses • Number Plates

What's required?

Backstage suggests...

Door Mirrors

Door mirrors must not be cracked, damaged or missing. If adjustable and/or heated, they must work properly. Scuffs and scratches to coloured mirror castings are not acceptable.

Keep door mirrors clean.

Repair or replace if damaged.

Lamps/lenses

All lamps must work. Minor scuff marks or light scratches are acceptable. Holes or cracks in the glass or lamp unit covers are not acceptable.

Keep lamps and lenses clean.

Replace if damaged.

Regularly check to see all lamps are working.

Number plates

Number plates must be in good condition, without cracks, distortion or discoloration.

Keep number plates clean.

Replace if damaged, distorted or discoloured.

Your chosen supplier will need the vehicle log book details from us to enable any replacements.

Wheels and wheel trims • Alloy wheels

What's required?

Wheel and wheel trims

Dents or damage to wheels, including the spare are not acceptable.

The spare wheel, jack and other tools must be present, working properly and stowed in the proper place.

Very light scuffing of wheel rims or trims is acceptable.

Damage to trims is chargeable.

Backstage suggests...

If you need to replace wheels they must meet manufacturer's standards.

Make regular checks for damage to wheels, especially side walls.

We recommend changing the manufacturer trims for a generic set as this is likely to be cheaper for you.

Alloy wheels

Alloy wheel damage sustained during use can only be repaired using refurbishment methods, which can by their nature tend to be more expensive.

Polished/ diamond cut wheels should not be painted, if damaged they need specialist refurbishment.

Small isolated scratches or abrasions up to 25mm are acceptable on the rim. Any damage on the face of the alloy or any damage above 25mm on the rim is unacceptable.

Ensure the wheels are checked before and after each use.

Carry out any refurbishment prior to return.

Alloys can be misshapen due to being driven over damaged road surfaces or driving too fast over speed bumps. This will be checked once the vehicle is back on site.

Tyres • Mechanical condition

What's required?

Tyres

Tyre wear should be in keeping with the vehicle's age and mileage.

All five tyres must meet minimum legal requirements; with a tread depth of at least 1.6mm in a continuous band throughout the centre of the tread. Bald spots are unacceptable.

Tyre walls must not show signs of damage such as gouges or bulges.

Replacement tyres must meet manufacturer's standards.

Backstage suggests...

Check tyre condition weekly, measuring tread depth. We authorise tyre changeover at 2mm or below.

Check for missing valve caps and replace if necessary.

Mechanical condition

The vehicle must be in good mechanical condition when it is collected.

Brakes must be working well, brake discs or drums must not be grooved due to excessive wear.

The engine should run smoothly with clean emissions. Any seizure or damage due to insufficient coolant, oil or broken internal components is unacceptable.

The clutch and gearbox should be working smoothly and quietly. A noisy clutch or gearbox or worn synchromesh is unacceptable.

Always keep your car in good mechanical order.

Check all fluid levels regularly and top up when necessary.

Investigate any poor running symptoms or unusual mechanical noises immediately.

Remember all vehicles have manufacturer's warranty cover.

Vehicle interior (trim, carpets, headlining, boot) • Seat and seatbelts

What's required?

Vehicle interior (including trim, carpets, headlining and boot)

The interior, trim, carpets, headlining and boot area must be clean with no visible burns, tears or staining. Wear and light soiling through normal use is acceptable. Repairs that are not readily visible are also acceptable.

All interior fittings such as rear view mirror, courtesy lighting, sun visors, door bins, handles and holders must be in place and undamaged.

Backstage suggests...

Keep vehicle interior clean with regular vacuum cleaning.

Remove any stains with a suitable proprietary cleaner.

Seats and seatbelts

Any wear on seats due to normal usage is acceptable. Fabric faded by sunlight is acceptable, but fading due to cleaning agents is unacceptable. Light marks are acceptable if they can be removed by steam cleaning. Heavy marking, such as dirt or oil that cannot be removed is unacceptable. Cigarette or match burns are unacceptable.

Seat structure and adjustment mechanisms must be sound and undamaged. All seatbelts must be present and undamaged.

Choose a suitable stain remover to remove any stains before the vehicle is returned.

Do not use an agent that may discolour fabric.

Check seatbelts and seat adjustment mechanisms regularly.

It is a legal requirement to operate a no smoking policy in your vehicle.

What's required?

Dashboard, controls and steering wheel

Light marking to the dash, steering wheel or controls is acceptable as long as it can be removed by steam cleaning. Small light scratches such as those caused by fingernails or rings are acceptable.

Deep scratches, scuffs or cuts are unacceptable, as are cigarette and match burns and damage caused by installation of accessories. Grease or oil stains are unacceptable. Stickers placed inside the vehicle must be removed cleanly. All vehicle controls, stalks, switches, buttons, etc. must be in place, working and undamaged.

Backstage suggests...

Damage to the vehicle interior will be charged.

Avoid fitting accessories to your car.

Missing or damaged controls, stalks, switches, etc. should be replaced with equipment of the same specification.

Remove any stickers placed in the vehicle.

Use SMART repair techniques where appropriate to repair trim damage.

Car audio

All original audio equipment, including speakers and aerials, must be intact, working properly and undamaged. If replacement is required due to damage or theft, it must be an identical replacement.

Details of audio security codes must be returned with the vehicle.

Check the car radio regularly.

Keep the security pin for the audio system in a secure place.

End of Contract checklist

Missing Items	What's required	Checked
1. Key	Key must be tagged and with the vehicle when collected.	<input type="checkbox"/>
2. Book packs	These must be complete and in the glove box.	<input type="checkbox"/>
3. Service books	In the glove box and must be stamped and up to date in accordance with manufacturer's service intervals.	<input type="checkbox"/>
4. Service check sheet	Must be completed and in the glove-box.	<input type="checkbox"/>
5. Radios	The correct model of radio should be in place, including security clips and in full working order.	<input type="checkbox"/>
6. Rear parcel shelves	Should be in the correct place and in good condition.	<input type="checkbox"/>
7. Spare wheel	Must be in place and fully serviceable with required tread depth (some spare wheels are a different size to standard road wheels but the same rolling circumference). If you have had a puncture, please ensure the standard road wheel is refitted and the spare wheel returned to its usual place.	<input type="checkbox"/>
8. Tools	All tools should be present and in place.	<input type="checkbox"/>
9. Aerials	Should be fitted to the vehicle as supplied.	<input type="checkbox"/>
10. Fuel Caps	Should be in place on the vehicle.	<input type="checkbox"/>

Interior	What's required	Checked
1. Seats	Should be free from snagging, heavy stains and burns.	<input type="checkbox"/>
2. Carpets	Should be free from damage/burns.	<input type="checkbox"/>
3. Boot Mats	Must be in place and undamaged.	<input type="checkbox"/>
4. Dashboard	No holes, missing items or damage.	<input type="checkbox"/>

End of Contract checklist

Bodywork	What's required	Checked
1. Body damage	Should be repaired prior to return.	<input type="checkbox"/>
2. Windscreens	No chips or cracks.	<input type="checkbox"/>
3. Mouldings	Must all be in place, undamaged and undistorted.	<input type="checkbox"/>
4. Door mirrors	Free from damage and scuffing.	<input type="checkbox"/>
5. Dents	Singular minor dents only up to 10mm diameter are acceptable.	<input type="checkbox"/>
6. Scratches	Singular light scratches up to 25mm are acceptable.	<input type="checkbox"/>
7. Lamps/lenses	No holes or cracks.	<input type="checkbox"/>
8. Stickers/decals	All must be removed including adhesive etc.	<input type="checkbox"/>

Top vehicle appraisal tips

10 Tips for carrying out a successful appraisal:

1. Conduct your appraisal a week or two before the collection date, giving you plenty of time to rectify any faults or missing items.
2. Be as objective as possible. Make sure the light is good so you don't miss any defects.
3. Wash the vehicle (and allow to dry) before appraising it.
4. Check each panel carefully, including the roof, bonnet and boot/hatchback.
5. Check the tyres (including the spare) for damage. Inspect wheels and trims (if fitted) for scratches, dents and gouges.
6. Clean and valet the interior.
7. Check interior for tears, burns, heavy stains and wear.

Useful Tips • Disclaimer

Useful day to day tips

1. Check your vehicle's oil, water and lights regularly.
2. Operate a no smoking policy in your car. It is illegal to smoke in your car when you are working.
3. Take regular rests and avoid driving when tired.
4. Do not use your mobile phone when driving.
5. If another person is using your car, make sure they can do so legally and they have a valid licence.
6. If you get involved in an accident of any sort, report it immediately even if you can see no damage. Always have your vehicle inspected by a professional afterwards.
7. Watch out for fraudsters operating crash for cash scams, this is now big business and you may be targeted.

Disclaimer

This booklet aims to give our customer a clear indication of the standards of condition expected when a vehicle is returned to us.

While it aims to be comprehensive, it is not practical to cover every possible fault, defect or problem that may arise. As such, this booklet should not be seen as an exhaustive list.

If your vehicle has a fault, defect or problem that you are unsure about please contact us on **0116 2849067**. Inspect all controls, including audio equipment, for damage.

Vehicle Return Procedures

Before the day

Check your vehicle over at home, you may wish to ask a friend/family member to go over the car so they can additionally point out any blemishes, dents or scratches. If preferable, get them fixed whilst the car is still in your care or call us beforehand for a quote. Our prices are static and do not change per panel so if you can explain the damage, we'll gladly tell you the worst case scenario price. If we touch in the damage, or do a smart repair, we will always do our utmost to keep costs down.

If you are returning the car yourself

Once you get to us, have a chat with the front desk to let us know you're here and take a seat in reception. As soon as one of our qualified vehicle appraisal technicians becomes available, they will come to meet you and take the keys before moving the vehicle into our workshop. Weather conditions permitting, they may complete the appraisal outside with you.

Our technicians have knowledge of the rules & guidelines and anything that falls outside of our fair wear and tear guidelines will be noted down. Our technician will return to you once the appraisal is complete and let you know if any damages have been found. At this point, you are welcome to perform your own inspection of the vehicle and our technician will be happy to point out what has been uncovered.

Within six weeks, we will be in touch with the final invoice stating the damages and prices. We can offer a payment plan if this is more suitable.

If your vehicle is being collected (at our discretion)

On the day of the collection, a very basic appraisal will take place. In some cases, the driver will be dropping off your new car at the same time. The appraisal notes obvious damages, the mileage of the vehicle and the time in which your liability for PCN's and traffic violations end. Please be aware that the appraisal cannot be relied upon as a full & final description of the vehicle.

Once the driver has returned your vehicle to our premises, it may be securely stored for a few days if we have a large queue of others before it. Once the appraisal technician has performed a thorough check over under ideal conditions, they will pass on the final appraisal form to our administration team. From here, the final invoice will be emailed to you within six weeks.