

Network **Maintenance and Roadside Assistance**

How much does your vehicle really cost to run?



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Network
a LeasePlan Brand

How much does your vehicle really cost to run?

Most of us have a pretty good idea of the cost of fuel, insurance and road tax. But when it comes to predicting the cost of service, maintenance and repairs, things can get a lot trickier.

As you'd expect, all brand new vehicles come with a warranty that covers the failure of any parts which the manufacturer has guaranteed to work correctly for a certain number of years. Unfortunately, these guarantees tend to come with a list of exclusions, the most common of which is anything which could be considered 'fair wear and tear'.

This simple phrase is often the reason servicing costs seem to escalate and the final bill ends up being a lot more than originally quoted. For example, over the next few years, how many tyres will you need to replace, how many wiper blades, batteries or bulbs? Then there's the cost of all the mandatory servicing routines required to keep your warranty valid.

Whilst it might be tempting to put off thoughts of all the costs involved, simply dealing with it as and when necessary, you can be sure that the older the vehicle gets, the more it will cost to service and maintain.





Fixed cost servicing for up to 5 years

Budgeting is so much easier when you can wrap up all your servicing and maintenance costs into one easy to manage monthly payment. It means you can relax, safe in the knowledge that the amount you need to pay has been fixed for the entire duration of the contract.

Our comprehensive maintenance package covers all of the costs involved in scheduled servicing routines, as well as mechanical and electrical repairs or replacements. Of course, we can't cover anything which requires replacement due to misuse, but if any of the parts covered by your contract fails due to fair wear and tear, or a manufacturing fault, then we'll get it repaired or replaced at no cost to you. This even includes like for like premium brand tyres.

Quality and value nationwide

Every year we carry out over 150,000 service and repairs nationwide. It's a scale of operation that gives us immense buying power, without sacrificing quality workmanship. As a result, you can benefit from some of the most competitive prices available and the peace of mind that all work is conducted by accredited garages who only ever use fully approved parts.

It works like this...

When it's time for a scheduled service, or if any repairs need doing, we'll arrange for your vehicle to be picked up from your home or work address and deliver it to one of our quality approved garages. And if you need a courtesy car, we'll get that arranged for you as well.

The whole process won't take long because your package includes preferential booking times and, if the repair is urgent, we'll make sure it gets prioritised. Either way, we'll keep you informed every step of the way. Then, once the work's complete, we'll get it straight back to you. It really couldn't be easier.





If you breakdown...

No matter how well your vehicle is maintained, there's always the chance of an unexpected parts failure. If this happens to you, you'll want someone you can rely on to help you get back on the road as quickly possible.

So to give you the best possible service and support, our comprehensive Roadside Assistance Plan is delivered by the AA. And by using all their experience and expertise, we've been able to achieve the impressive record of fixing 82% of vehicles at the roadside, with an average attendance time of just 45 minutes.

We can come to your aid whether you're at home, on the road in the UK or even if you're travelling across Europe. We're available 24 hours a day, 365 days a year and if we can't fix it straight away, we'll help you and your party reach your original destination.

A quick summary

The Network Maintenance Plan covers all parts and labour in relation to:

- All scheduled servicing and maintenance routines
- All mechanical and electrical repairs or replacements
- Replacement of items failing due to wear and tear, such as:
 - Batteries
 - Wiper blades
 - Exhausts
 - Alternators
 - Cam belts
 - Starter motors
- Unlimited premium brand tyres via our UK wide chain of fitters and mobile engineers (excluding replacements due to misuse)
- MOT tests (from 3 years onwards)

The Network Roadside Assistance Plan is available separately, or in addition to, the Network Maintenance Plan and covers:

- AA patrols
- Repair or recovery of your vehicle to an onward destination
- Free of charge replacement vehicle – 24 hrs a day
- Home Breakdown Assistance
- European roadside, recovery & repatriation
- Onward travel, including 24 hour car hire
- Communications and translation service
- Foreign travel documentation service (subject to a document fee)



We like to be transparent

We don't believe in small print, so just to make sure you've got all the facts, there's a handful of exclusions for vehicle maintenance you need to be aware of (none of which will be a surprise).

- Repair or replacement of parts due to driver error or negligence (including misfuelling)
- Tyres damaged due to misuse
- Repairs due to accident (whether it was your fault or not), impact, vandalism, theft or misuse
- Missing or broken items (such as a bent aerial or missing hub caps)
- Vandalised or stolen wheels or tyres
- Lubricants, AdBlue or fluid top ups between service intervals
- Vehicle Glass
- Adding or removing artwork or lettering, washing, valeting or waxing, oils or fluids outside of normal servicing
- Roadside assistance provided in mainland Europe only (excluding Northern Ireland)

