

DEFINING WHAT'S FAIR WEAR AND TEAR

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When your vehicle comes to the end of its hire, we'll need to appraise it for wear and tear.

This guide clearly and simply shows what is normally expected of a vehicle at hire end. To help reduce exposure to wear and tear on your vehicle, we have recommendations for some simple precautions and practices.

You can avoid possible repair related costs when the time comes to return your vehicle by taking reasonable steps to ensure it is properly cared for during the term of your hire.

The type of protection your vehicle needs will depend on the nature of your business and the purpose of the vehicle. Vehicles used for transporting goods or equipment usually require more protection than those that are used for passengers only. When assessing what is fair wear and tear we take into consideration the purpose of the vehicle, however we also expect that you take all reasonable precautions to limit damage.

When a vehicle is returned to Bus 4x4, a vehicle inspection report is completed which documents the vehicle's condition at end of hire.

Please contact Bus 4x4 at any time for assistance with the protection of your vehicle on **Mobile 0419 655 224**

Please note: All damaged safety components must be replaced immediately. Please contact Bus 4x4 to arrange maintenance.

***BUS 4x4 HAS A STRICT NO SMOKING POLICY IN ALL VEHICLES.**

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Interior

Seating and Seat Belts

Acceptable

- **Light Staining**
Provided it can be removed by steam cleaning and the seat fabric is not permanently damaged.
- **Fading or discolouring**
Provided it has been caused by exposure to sunlight and not through contact with inappropriate substances (e.g. corrosive cleaning solvents).
- **Any wear that is due to ageing or normal usage**

Unacceptable

- **Any staining that permanently damages the texture of the fabric on seats and belts**
Typical causes: oil, paint, chewing gum.
- **Any stain that cannot be removed by steam cleaning**
- **Cuts, rips or tears**
Typical causes: carrying inappropriate items on seats, failing to inform us that the worn fabric or belt requires immediate repair.
- **Burns**
Typical causes: cigarettes.
- **Any damage to seat structure (internal or external)**
Typical causes: carrying inappropriate item on seats, imposing excessive force on seats and belts, failing to inform us that the worn fabric or belt requires remedial repair, removing seats that have not been designed to facilitate temporary removal.

Recommendations

- Ensure that all seating that is at risk of excessive wear and damage is adequately protected. Please contact Bus 4x4 if you would like us to supply heavy-duty seat covers. After market heavy-duty seat covers should remain with the vehicle and be thoroughly maintained.
- Ensure your staffs recognise that seating is not designed to carry heavy materials or equipment.
- Encourage your staff to treat seating with respect and ensure that they understand that your company will be liable for damage.

Interior

Dashboard, Console, Trim

Acceptable

- **Light staining**
Provided it can be removed by steam cleaning. Typical causes: spilt drink.

Unacceptable

- **Cuts, tears, dents, deep scratches**
Typical causes: carrying inappropriate loads (e.g. tools and equipment).
- **Holes made to accommodate any accessory**
(e.g. car phone, navigation kits).
- **Removal of any accessory or component supplied with the vehicle or subsequently fitted at our expense**
Unless done with our prior written approval (e.g. glove box, ashtray, cup holder, door pocket, radio, security device).
- **Excessive damage caused by removal or repositioning of any accessories**
Including car phones and navigation kits.
- **Burns**
Typical causes: cigarettes.
- **Any staining that cannot be removed by steam cleaning**
Typical causes: oil, grease, paint.

Recommendations

- **When fitting accessories e.g. phones, ensure that the latest fitting techniques are used to minimise damage.**
Bus 4x4 can assist in providing preferred fitting options.
- **An accessory that has been fitted at your expense must be removed before the vehicle is returned to us. Any accessory supplied with the vehicle must be fitted in its original position. Care should be taken when the accessories are fitted or removed.**

Interior

Flooring, Luggage Areas

Acceptable

- **Any wear that is due to ageing or normal usage**
- **Staining and dirt on carpets and lining fabrics**
Provided that steam cleaning would remove it satisfactorily.

Unacceptable

- **Cuts, rips or tears to carpets or lining fabrics**
- **Burns to carpet or lining fabrics**
Typical causes: cigarettes.
- **Permanent staining on carpets or lining fabrics**
Which would not be removed satisfactorily by steam cleaning.
Typical causes: oil, grease, paint, excessive dirt.

Recommendations

- **Ensure that any floor mats supplied with the vehicle remain in the foot well and are returned with the vehicle.**
Replace them if they wear through.
- **Ensure that the interiors, whether fitted or removable, are cleaned regularly.**

Exterior

Glass, Lamps, Mirrors

Acceptable

- **Light scratching and minor chipping of any windscreen or window glass**
Provided it does not interfere with the driver's line of sight and no heating elements are affected.

Unacceptable

- **Any hole or crack in lamp glass or lens**
- **Any damage to mirror**

Recommendations

- **Fitting of headlight protectors can minimise damage to lamps.**

ALL exterior windscreens and body glass features must be in roadworthy condition under Queensland Transport Guidelines.

Exterior

Bodywork

Acceptable

- Occasional chipping of paint work that can be attributed to normal usage
E.g. chips caused by stones flying off road surfaces, chips to door edges and surrounds.
- Isolated dents under 10mm in diameter
Provided that paint work or another surface finish is unbroken and there is no visible crease in the dented panel.
- Isolated scratches under 20mm in length that can be removed by buffing

Unacceptable

- Excessive or uneven paint fading
- Excessively dirty vehicle
- Tree sap or other organic stains
- All hail damage
- Bird/bat stains
- Multiple dents within a localised area (ripple)
- Isolated dents over 10mm in diameter
- Any dent where primer or bare metal is exposed
- Any scratch over 20mm in length that penetrates to bare metal or primer
- Any tear or rip to panels
- Any repair work that has been carried out to an unacceptable standard
- Excessive chipping

Recommendations

- Advise staff not to drive vehicles on any terrain for which the vehicle is unsuited.
- If a vehicle sustains bodywork damage, ensure that it is repaired promptly and proficiently.
We recommend you utilise our accredited repair centres.
- Wash vehicle regularly.

Exterior

Bumpers, Bumping Strips, Number Plates

Acceptable

- Areas of scratching and scuffing that are under 25mm in length
Provided that there are no cracks or dents and the basic structure is unchanged.
- Isolated minor dents up to 10mm in diameter
Provided that the paintwork or other surface finish remains unbroken and there is no visible crease.

Unacceptable

- Any areas of scratching and/or scuffing That is over 25mm in length Where primer or basic material is exposed.
- Any dent over 10 mm in diameter within a localised area
- Bumper with excessive scuffing.
- Bumpers, bumping strips or number plates that are cracked, broken, missing or severely deformed.

Recommendations

- Advise staff not to drive vehicles on any terrain for which the vehicle is unsuited.
- If a vehicle sustains bodywork damage, ensure that it is repaired promptly and proficiently. We recommend you utilise our accredited repair centres.
- Wash vehicle regularly.

Exterior

Signage

Unacceptable

- Any damage to signs/decal caused by dents or scratches.
- Damage to paint work caused by negligent removal of trade/business signage.

Recommendations

- Advise staff not to drive vehicles on any terrain for which the vehicle is unsuited.
- If a vehicle sustains bodywork damage, ensure that it is repaired promptly and proficiently. We recommend you utilise our accredited repair centres.
- Wash vehicle regularly.

Exterior

Wheels, Tyres - Including Trim and Tools

Acceptable

- Light damage to wheel rims
Must meet Road Worthy Certificate (RWC) standards.

Unacceptable

- Any significant damage to the rim or main body of a wheel Including the spare tyre.
- Any missing item (s)
Including spare wheel, tools and wheel rims.
- Any significant damage to sidewalls of tyres
Typical causes: kerbing.
- **Replacement tyres that do not meet the recommendations of the vehicle** manufacturer for type, size and speed rating.
- Replacement wheels that do not match those originally supplied with the vehicle or un-roadworthy tyres.
- Wheel trims that are badly damaged.

Exterior

Accessories

Acceptable

- Removal of any accessory fitted at your expense e.g. towbar
Provided that any damage caused by its removal is corrected.

Unacceptable

- Any damage to an aerial
- Damage caused through incorrect fitting of an accessory
Such as roof rack or towbar.
- Damage caused by the removal of an accessory
- Removal of any item that was supplied with the vehicle subsequently fitted at Bus 4x4's expense

Recommendations

- Ensure aerials are lowered when vehicle is unattended.

Exterior

Mechanical Condition and Vehicle Underside

Acceptable

- **Cooling systems**
Minor dents as long as the radiator core is clear and unobstructed.
- **Underbody components**
Minor damage that does not affect the road worthiness, safety and derivability of a vehicle.

Unacceptable

- **Cooling system**
The radiator core is obstructed with debris such as grass and mud that requires cleaning to avoid cooling systems failures.
- **Underbody components**
Please note that the under body components include drive train, chassis, steering, suspension, brakes, exhaust, floor pan and fuel systems.
All underbody components must be in road worthy condition according to Queensland Transport Guidelines.
- **Underbody damage**
Corrosion caused by prolonged exposure without sufficient and regular cleaning Significant damage that renders the vehicle un-roadworthy, requiring repairs or replacement to ensure it meets Queensland Transport Guidelines.
- **Underbody cleanliness**
Excessive build-up of mud and road materials that prevent the true condition of underbody components from being properly assessed.

Recommendations

- **The standard of the vehicle must be maintained so that the vehicle is deemed roadworthy by the statutory bodies. This is achieved by ensuring that the vehicle is routinely checked by the drivers and regularly serviced by an approved repairer in accordance with manufacturers' instructions.**
- **Routine servicing and maintenance record keeping is essential and must be available upon request before or after vehicle is returned.**
- **Routine care by drivers, inspecting water, air pressure, coolant and other additional checks stipulated by the manufacturer will ensure that mechanical wear and tear is minimised.**

End of Lease Returns

- All keys (including spares), remote devices, service books and operators' manuals must be returned with the vehicle
- Other items including spare tyres, badges, jack, tools, etc. must be included with the vehicle when it is returned.
- Bus 4x4 is not responsible for any personal items left in the vehicle e.g. CD's, medication, household keys.