

SERGATE FLEET HIRE FAIR WEAR AND TEAR GUIDE SUMMARY



	FAIR WEAR AND TEAR?
GENERAL	
Missing Service Manual and/or Owner's Manual	NO
Missing or damaged keys or remotes or security system remote (if applicable)	NO
Damage caused by incorrect or unauthorised fitting of accessories	NO
Damage to aerials	NO
Removal or damage to any item supplied with the vehicle	NO
EQUIPMENT	
Missing or damaged manufacturer-supplied tools and accessories and equipment supplied with the vehicle listed on the RA or Vehicle Inspection Report (for example, missing/damaged cigarette lighter, knobs, trims, aerials, tools, and jack)	NO
Information stored in GPS/satellite navigation or IVMS systems deleted	NO
GLASS	
Chips, cracks, bullseyes, stars, scratches and damage in any glass panels / mirrors / lamps on the vehicle	NO
Non-operational or cracked/broken headlights or lenses	NO
TYRES	
Tyre Tread and sidewall damage so that the tyre is unroadworthy e.g., Cuts, bulges, gouges and abrasions, tyre misuse e.g., Flat spots and burnouts	NO
Replacement tyres that differ from those originally supplied	NO
Missing or damaged spare tyre	NO
Premature wear and damage	NO
WHEEL TRIMS (INCLUDING HUB CAPS)	
Minor scuffing	YES
Wheel trims and hubcaps that are broken, cracked, missing, mismatched or not the original wheel trim or hubcap	NO
Rims that are cracked, buckled, gouged or mismatched or not the original rim	NO
Scuff mark on rim more than 20mm in length	NO
INTERIOR – TRIM/UPHOLSTERY/CARPETS/CONTROLS	
Any permanent damage caused by harsh or corrosive materials	NO
Any damage to the structure, shape or positioning of a seat	NO
Seats/trim – burnt, cut, holed, ripped, visible repairs	NO
Excessive soil, mud or sand (other than from day-to-day use)	NO
Soiling to roof linings	NO
Permanent soiling to seats and carpets – caused by abuse, spills, grease, or similar	NO
Rips, cuts, marks, splits to trim and controls	NO
Any evidence of smoking in the vehicle and hair from pets	NO
Odours or foreign matter; stains or marks that cannot be removed by general cleaning or require steam cleaning / professional deodorising	NO
Missing or inferior quality replacement controls	NO
Torn or split luggage area trim panels and floor coverings	NO
PAINT/BODY	
Minor scratching – no more than 25mm in length and not more than 1mm wide, where the paint surface has not been broken and there is no paint removal, paint cracking or flaking. Can be Polished out.	YES
Any scratches where the paint has been penetrated – exposed metal, plastic or undercoat is exposed	NO

Isolated Stone chips to any panel up to 2mm in diameter	YES
More than 3 stone chips to an isolated area	NO
Prominent touch-ups, spoils from bird/tree droppings, major flaking	NO
Evidence of poor repairs, colour mismatch, mis-alignment between panels	NO
Paintwork or panel abrasions – more than 25mm, signs of constant use of automatic or pressure car wash	NO
Dents of any size where the paint surface has been penetrated	NO
Dents – less than 20mm diameter where no paint surface has been broken, paint crackling or flaking	YES
Dents of any diameter on bonnets, roofs, wheel arches, style lines, door sills or door edges	NO
Multiple dents within a specific local area regardless of size	NO
Hail damage, buckling, distortion, missing badges	NO
Minor stone chipping on bonnet, lower doors, wheel guards	YES
Prominent areas of major stone chipping or any damage penetrating the paintwork	NO
Un-repaired or poorly repaired aerial holes (or aerial must be left in place)	NO
Corrosion irrespective of the cause	NO
Damage caused to the vehicle due to the attachment or removal of decals/stickers	NO
Damage to paintwork from bird and bat droppings	NO
MOULDINGS / GRILL / BUMPERS / MUDFLAPS	
Minor parking damage – scuffing, light scratches (Can be washed/buffed out)	YES
Medium damage – divots, gouging, minor dents, cracks	NO
Major damage – rips, major dents, distortions, holes	NO
Missing moulds, grilles, bumpers or mudflaps originally fitted to the vehicles	NO
UNDERBODY	
Minor dents and deformations impacting aesthetics only	YES
Major impact damage	NO
Corrosion irrespective of the cause	NO
Exhaust leaks that are the result of visible damage to the exhaust system	NO
MECHANICAL CONDITION	
Failure to service and maintain the vehicle in accordance with the manufacturer's recommendations resulting in premature component or assembly failure (for example, engine seizure, metal-to-metal brakes, transmission failure)	NO
Premature component or assembly failure attributable to operating conditions and/or the build-up of mud of any description	NO
MINE / TRADE SPEC COMPONENTS	
Any mine and/or trade spec components fitted to the vehicle at the time of hire – missing and/or damaged <i>Including, but not limited to – wheel chocks with mounting bracket, safety triangles with mounting bracket, wheel nut indicators, Fire Extinguisher/bag/bracket, Labels and Stickers, Mine Flag and Mount, Pre-Start Inspection Book, Telex GPS Tracker, Light Bar/Spot Lights, Mine Bar with indicators and work lights, Mine Compliant Medical Kit, Double Pole Battery Isolator, 175A Anderson Plug and associated wiring/harness, Analogue and Digital 2-way, In Vehicle Monitoring System, Canvas seat covers, Rubber Floor Mats</i>	NO
Any additional items/accessories not authorised to be fitted to vehicle	NO
Any damage caused by the fitting of non-standard mine spec fittings *Accessories must be authorised and fitted by SFH team or representative	NO
Sergate Fleet Hire Decals, Reflective Tape, Unit ID numbers – damage or missing	NO
Reverse Camera inoperable or damaged	NO
Steel Bull Bar and/or Steel Tray Damage	NO
Snorkel Damaged or not operational	NO
Towing System Damaged or Missing (including compliance label being removed)	NO