



Driver Guide

Dear Customer,

We are glad to deliver new car to you. This guide is designed to simplify your day-to-day life as an Ayvens driver and help you to take better care of your vehicle.

- I – V (working days 8:30 – 17:00)
- Phone no.: **+371 677 833 88**
- service.lv@ayvens.com
- 24h Roadside assistance Phone no.: **+371 67819722**

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Technical maintenance and repairs

All regular technical maintenance should be carried out in accordance with the manufacturer's recommendations without delay at the times specified in the Service & Maintenance Booklet or on the display of your vehicle where applicable.

All maintenance and repair works should be carried out by service provider approved by Ayvens. List of available stations might be found [here](#).

Any technical maintenance and repair works related to the vehicle's warranty must be carried out only by the authorized dealer for the particular make.

Other service works not related to the vehicle's warranty (e.g., bulb or wiper change, adding technical liquids) may be carried out at the service centers of other cooperation partners of Ayvens.

If you wish to apply for technical maintenance or repair:

- Please call Ayvens or appropriate service center to make an appointment.
- Describe the maintenance or repair that needs to be performed. Should difficulties be encountered in identifying the problem, describe the circumstances and provide details.

IMPORTANT!

Please present your Customer Card to service provider prior to performing any work.

Ayvens does not accept invoices for works issued by non-approved service providers.

Additionally, you should make the following checks at regular intervals (especially before a long trip):

- Oil level
- Tyre pressure and condition
- Coolant level, brake fluid level
- Proper condition and operation of lights

The cost of repairing damages caused by failure to comply with the above obligations and any fines imposed by such negligence, shall be borne by your company.

Technical check up

- This service is optional. To find out if it is included in the contract, please contact your fleet manager or visit www.en.drivers.ayvens.lv
- Ayvens will remind you about the Technical inspection deadlines and procedure.
- Technical inspection can be performed at any regional department of the Latvian Road Traffic Safety Directorate (**CSDD**).
- If you plan to perform the Technical inspection well before the set deadline, please inform Ayvens!

PAYMENTS TO BE MADE TO PERFORM TECHNICAL INSPECTION:

- Vehicle Operation Tax - paid by Ayvens before Technical inspection
- Fee for Technical inspection - paid by Ayvens after the inspection is performed (according to ALD Automotive and CSDD mutual agreement on postpayments)
- Company Car Tax - paid by Ayvens or customer before the Technical inspection (depending on the lease agreement terms)
- Fines and penalties (if any) - paid by customer before Technical inspection

Traveling Abroad

Prior to the trip:

Check the validity of the insurance (dates, territory) and obtain additional insurance if required. Insurance policies issued by Ayvens are valid in territory of European Economic Area (EEA)

Check the technical condition of your car (lights, brakes, oil) and take it to the technical inspection or technical maintenance if necessary.

In winter find out what the rules on tires are in the countries you are going to travel to. Take attention, that in Southern and Central Europe it is forbidden to use studded tyres.

Get acquainted with the traffic rules in the countries you are going to travel to.

Abroad:

In case of traffic accident - always call the police and if possible - get a copy of the police report. Photograph the place of accident and the damages and record contact information of the involved persons.

In case of technical problems or a traffic accident you can call Ayvens 24 hour Roadside Assistance service. We will arrange assistance through our partners in a particular country.

Insurance

This service is optional. To find out if it is included in the contract, please contact your fleet manager or visit www.en.drivers.ayvens.lv

The car you are driving has a CMTPL insurance policy (compulsory motor third party liability insurance) and CASCO insurance policy (voluntary motor own insurance).

CASCO insurance covers damages caused by:

- collision with another vehicle or obstacle;
- overturn and fall (e.g., from bridge etc.) of the vehicle on the move;
- collision with pedestrian or animal;
- fire, explosion;
- natural disasters;
- damages from falling of various objects;
- malicious actions of third parties;
- theft, robbery, burglary.

Casco terms and conditions are available in section **Useful documents**.

IMPORTANT!

Never leave car documents in the car and keep the keys in safe place.

Accident & Theft

In the unfortunate event of an accident/damage to your vehicle, Ayvens team is there to help you. Please call Ayvens Customer Service Phone No.: +371 677 833 88

What to do if You are involved in a traffic accident?

Turn on the emergency lights and set up the warning triangle. Never forget to wear safety vest at any time of the day;

If possible, fill in the ACCIDENT STATEMENT (*in Latvian language*), **WHEN:**

- two cars are involved and both may be used further in traffic (no need for towing);
- there are no victims;
- both parties can agree on the circumstances of the accident;
- third party property is not damaged.

Otherwise immediately call the **Police** and **Emergency 112**, if necessary;

If the car can not be used further in traffic and need towing, call

24h Roadside Assistance by phone +371 67819722

ALWAYS inform Ayvens about accident case happened the same day within working hours (8:30 - 17:00h) or the next working day by Customer Service Phone No.: +371 67783388.

Replacement Vehicle

During Your vehicle's technical maintenance or repair works Ayvens offers to rent a replacement car in accordance with your contract special conditions. To find out if it is included in your contract, please contact your manager or visit www.en.drivers.ayvens.lv.

If the replacement car is not included in the agreement or is used longer than the specified number of free days it has to be approved by your manager.

If there is a need for replacement car, please contact Ayvens by mail or telephone within business hours (8:30 – 17:00h):

- Phone no.: +371 677 833 88,
- e-mail: service.lv@ayvens.com

Roadside Assistance

In case your car experiences technical problems on the road or gets involved in a traffic accident and needs to be towed, Ayvens will provide 24h Roadside Assistance.

Depending on the situation our specialists will:

- consult you over the phone,
- provide technical assistance on site or
- send a towing truck.

24h Roadside assistance Phone no.: **+371 67819722**

IMPORTANT!

If you report your problem to Ayvens 24h Roadside Assistance service, towing services will be provided free of charge within European Economic Area.

If repair works of your vehicle last more than 1 (one) day a replacement car will be provided depending on your contract conditions. To find if this service is included in the contract, please visit www.en.drivers.ayvens.lv.

Pick-up and delivery service

If this service is included in the Agreement, Ayvens takes the car from Your company office in Riga or agreed place outside Capital and returns it back on the same address after the ordered works are done:

- regular technical maintenance and repair works;
- seasonal tyres change and repair works;
- technical check-up;
- insurance accident handling.

If there is a need for “Pick-up and delivery” service, please contact us:

- Phone no.: +371 677 833 88,
- E-mail : service.lv@ayvens.com

IMPORTANT!

Pick-up and delivery service order has to be approved by Your manager.

Tyre change and storage

Ayvens provides seasonal tyres change and storage as well as replacement of worn-out tyres;

Tyres to be used during next season are stored at our partners providing tyres storage and replacement services. Click [here](#) to see full list of Ayvens tyres **partners centers**;

After the tyres change our specialists evaluate the condition of the tyres placed in storage. Worn out tyres for next season are replaced with new tyres;

We will contact you and remind you of the necessity to change the tyres and how to book an appointment;

If your Agreement includes the Pick-up and Delivery service, Ayvens specialist will contact you and organize the tyres change for your vehicle.

You can register for tyre change in our Partner's website.

IMPORTANT!

The minimal allowed wear of:

- summer tyres is 1,6mm.
- winter tyres – 4mm

The use of winter tires is compulsory in the period from 1st December till 1st March.

The use of studded tires is allowed in the period from 1st October till 30th April. If you travel outside Latvia, please find out in advance the local rules on studded tires.

Take attention, that in Southern and Central Europe it is forbidden to use studded tyres.

Fuel card

- With Fuel Credit Card issued by Ayvens you can purchase fuel, car related goods (e.g. washing liquid etc.) and pay for services available at petrol stations.
- Invoices on the goods and services will be sent to your company together with the monthly invoice.
- Please don't forget to provide correct mileage of your car upon each fueling (mileage has to be entered in POS terminal before PIN code, if requested).
- In order to prevent your fuel credit card abuse, always keep the PIN code in a safe place.
- In case you have forgotten or lost your PIN code, Ayvens will issue you a new fuel credit card or/and re-send the PIN code.

NB! If your fuel card is LOST or STOLEN:

- ALWAYS inform Ayvens the same day within working hours or the next working day by phone No +371 677 833 88;
- if this case happened outside our working hours, please call IMMEDIATELY to Fuel Suppliers in order to block the fuel card:

CIRCLE K - phone No +371 8000 9005
 (outside business hours)

NESTE - phone No +371 8000 9006
 (outside business hours)

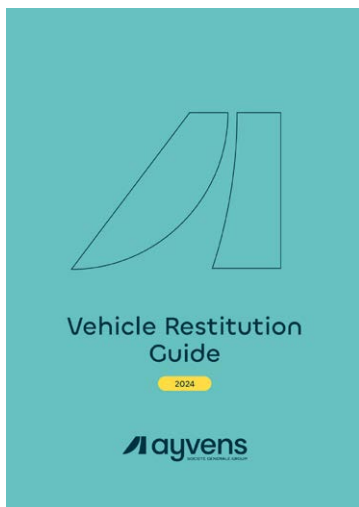
Returning your Vehicle – Contract Termination

The termination of the operational lease contract implies inevitably the return of the used vehicle to Ayvens.

Please get acquainted to the Vehicle Restitution Guide/Commercial vehicle restitution guide published in www.en.drivers.ayvens.lv.

There you will find a detailed description of the vehicle return process and clear guidelines on which your company car will be assessed upon return.

Please ensure that the car is clean (both the interior and the exterior), with all options and accessories and the fuel tank is not empty (indicator is off).



Please ensure that the following items are present:

- Keys (including the spare keys) and security system remote controls;
- Car alarm codes, if any;
- Vehicle registration certificate;
- Properly filled in Service Book and Owner's manual if any;
- Spare wheel or the repair kit, the jack, the standard tool kit;
- Fuel Credit Card or e-charging card

Costs for damages resulting from excessive wear and replacing of missing components will be invoiced to your company.

NB!

- The vehicle should be returned during business days (Monday through Friday from 9:00 to 16:00) to an authorized Ayvens partner.
- The return process is considered completed only after the vehicle return form has been signed.
- In addition to describing the technical condition of the vehicle, this document, also Includes the return date and the full mileage as recorded on the spot.

General terms of using the car

The car has to be used according to the car manufacturer manuals and guidelines. It is strictly forbidden to use the car in conditions which may decrease the value of the car more than normal wear and tear.

It is NOT allowed to use the car:

- for towing trailers or similar objects;
- for racing and competitions;
- for its renting or any type of commercial passenger carrying, driving lessons, etc.

The rental payment INCLUDES (if not stated otherwise in contract):

- contract mileage;
- regular technical maintenance;
- normal wear and tear repairs;
- summer and winter tires;
- compulsory technical inspection;
- insurance policies.

The rental payment DOES NOT INCLUDE:

- fuel and vehicle-related products;
- cleaning and washing;
- installation, removal and repairs of accessories;
- fines and penalties;
- windshield washing liquid;
- insurance franchise;
- expenses for any damages apart from normal wear and tear or insurance case;
- replacement of missing, damaged or consumed components;
- repairs required due to inappropriate use of the vehicle (e.g. use of inappropriate fuel or technical liquids, lack of technical liquids, failure to service and maintain vehicle in due time);
- repairs resulting from modifications to the initial structure of the vehicle or if parts that are not permitted by the manufacturer have been fitted on the vehicle.

Please observe the following:

You should comply with the traffic regulations. Driver is responsible for fines imposed (speeding, parking or etc.) and should bear responsibility to make a payment on a timely manner.

In case of loss of documents or of a key, please inform immediately Ayvens.

Mileage allowance can be found in your lease contract or by visiting www.en.drivers.ayvens.lv. If the actual mileage significantly differs from the agreed contract mileage, please contact your manager or Ayvens Customer service team.

You are not allowed to carry out any modification or addition to the vehicle without the written approval of Ayvens.

Useful information

AYVENS LATVIA

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We wish you a successful and safe driving!
Sincerely Ayvens