

Your vehicle and safe driving guide

Everything for your fleet in one place



Contact us

T: + 353 1601 2000

E: rvsie.maintenance@radius.com

Visit our website
www.radius.com/vehicle-solutions to see how we
can support your business

Or scan our QR Code ►



Looking after your Vehicle



Over 7,000
vehicles on the
road



88 million miles
covered each year

Keeping your new Vehicle in exceptional condition is more than a matter of pride - it's common sense. Indeed it's your legal responsibility to ensure that the Vehicle is always kept in roadworthy condition and the tyres and lights conform to current legislation at all times

It is also your responsibility to ensure that all routine servicing and corrosion checks are carried out on time or mileage as specified by the manufacturer. Failure to do this can invalidate the warranty and may cause damage to components, which would not be considered as normal fair wear and tear. So please familiarise yourself with the manufacturers driver's handbook, as each make of vehicle has individual servicing requirements.

Don't forget it's your responsibility to ensure that your Vehicle's cooling system always contains sufficient anti-freeze for the prevailing conditions. It's your job, too, to ensure that the engine oil level is always correct and tyre pressures are properly maintained. These should be checked at least once per month. You are responsible for the cost of any top-up required.

A periodic condition appraisal may be carried on each Vehicle to ensure the general condition is being kept to an acceptable standard.

How do we help our customers

ROI Contact Details

- + 353 1601 2000
- rvsie.maintenance@radius.com

Our Services (Service, maintenance & repair)

Breakdown Recovery

1 - Inside office hours : 9am - 5:30pm

In the event of a breakdown inside office hours all drivers should contact our Fleet Control Office on **+353 1601 2000**

2 - Outside office hours

In the event of a breakdown outside office hours, new Vehicles have a manufacturer-linked breakdown recovery service. Please contact the vehicle manufacturers roadside assistance, all details and contact numbers are held in your drivers handbook, usually located within the glovebox of your Vehicle. If the manufacturer-backed recovery service has expired, then contact AA Fleet rescue on +(0)818667788 and quote our membership number 01510860.

This membership number is for Radius vehicles only and must not be used for other vehicles



Our Services (service, maintenance & repair)

Servicing - up to contract

Please ensure to tell us when your Vehicle is due a service. When you are reaching your service mileage or when your Vehicle indicates a service is due, just give us a call on +353 1601 2000. We will endeavour to facilitate your preferred booking date, but please bear in mind that most agents require a couple of weeks notice. If you are booking an appointment directly with our agents, always book under the name of Radius Vehicle Solutions (RVS). The agent will require an order number from our Fleet Control office prior to starting on any works. Please note, specialist suppliers such as Bridgestone and BestDrive can carry out small maintenance works, tyres & batteries. Courtesy vehicles, if required should be booked directly with the service agent when making an appointment for this service. You are responsible for arranging suitable insurance cover required by the service agent, and covered by your policy or employer's policy. RVS have no responsibility for insurance on loan vehicles.

[Read More](#)

Diesel particulate filters

Many modern diesel vehicles are being fitted with DPF filters to improve exhaust emissions, and it is a feature of these systems that require to be operated within a temperature range to carry out a self-cleaning process. Vehicles used at low engine speeds or on short journeys may not normally reach the required temperature and result in a warning light coming on. When this happens the Vehicle must be driven for sufficient time and engine speed to extinguish the light. This is not a fault of the Vehicle and would not be covered by service agreements or vehicle warranty. Drivers should refer to the relevant section of the Vehicle manufacturer's handbook for the procedure for their particular vehicle.

Our Services

Tyres, Batteries & Exhaust

A constant check should be kept on your tyre pressures and condition of covers, especially in view of Government legislation.

We have arranged the following accounts for replacement of tyres and puncture repairs. Damage tyres and puncture repairs will be recharged back to your employer. Where a tyre is needed prematurely due to impact damage, or being driven under inflated or badly out of alignment then only a percentage of the cost will be covered relative to tread depth and mileage

Contacts

Ireland

- **First Stop**
+3531800489737
www.firststop.ie
- **Best Drive**
+35314080900
www.bestdrive.ie
- **Bridgestone**
www.bridgestone.ie/find-a-dealer
- **Modern**
+3538706072537
www.moderntyres.com/find-a-depot

Our Services

Accident management

In the event of any road traffic accident, or incident, we are on standby to assist. Your safety is our priority.

- Within office working hours, please call our fleet Control Office on **+353 1601 2000**
- Outside of working hours - please refer to our Breakdown Recovery section. Please ensure to notify our Fleet Control Office the following working day.

We will manage the following for you:

- **Organise the recovery of your damaged vehicle to an approved Accident Repair Centre.**
- **Arrange provision of a replacement vehicle.**
- **Liaise with your insurance company and other driver.**
- **Manage any communication with all other parties.**
- **Arrange recovery of your uninsured losses.**

Windscreen Damage

Chipped or broken windscreens are not covered by the contract and are your responsibility. Most insurance policies carry cover for glass replacement and we supply details of two contacts for immediate replacement of broken glass. In the event of assistance being required telephone one of the numbers supplied and supply details of your insurance policy. Many insurance companies will accept the invoice direct from the repairer, less any excess you have on the policy.

Contact AAA Windscreens on +(01) 4598 8800

Please remember Radius are not responsible for any costs incurred

Other Services

Travel Outside Ireland

The contract agreement covers vehicles registered and used within the Republic of Ireland. If you wish to travel with your vehicle outside the Republic of Ireland, ie; Western Europe or the U.K. for an agreed period you are at the liberty to do so providing you have arranged your insurance and informed Fleet Control Office of your travel plans. Please remember you are responsible for any costs arising from mechanical breakdown or accidental damage whilst travelling outside the Republic of Ireland

Radius would also recommend you obtain suitable Vehicle breakdown cover such as AA 5 Star, which can be purchased directly through The AA (Automobile Association)

For further information on AA 5Star or vehicle hire certificates please call + 353 818 227 228

Parking Fines / Traffic Offences

As Radius are the registered keeper of the Vehicle we will automatically be advised if a fixed penalty fine remains unpaid by the driver, and are required by law to pay the fine on your behalf and any penalty imposed for late payment. In this event the costs will be billed to you along with an administrative fee of no less than €15.00 + VAT

Due to the introduction of speed cameras we receive enquiries concerning driver details for intended prosecution, which we recommend, where more than one person is using a vehicle, that the driver records any periods when other persons were driving.

Our Services

Accessories

Radius do not object to fitting of accessories (such as tow bars, telephones, etc) provided they fall within the legal requirements and do not cause permanent damage to bodywork or trim. We do not accept additional costs incurred due to accessories being fitted such as oversize tyres, tow bars, or by restricting access to components.

Accessories owned by the hirer and which they may want to retain at termination of the contract must be removed at their expense before the due date for the vehicle returned.

At the End of Contract

The Vehicle is due to be returned to the premises of Radius by the due date and we would ask you to remove all personal belongings from the vehicle, ensure it is clean and tidy inside and out, free from all tools, spare wheel and all equipment are present and correct (Eg; original specification wheel trims, audio equipment etc.). The service records and handbook pack should be left in the glove compartment along with details of security codes and radio codes. All keys and remote locking devices should be handed over on return.

A Vehicle appraisal will be completed on return in your presence. If you are satisfied with the report and description of the vehicle please sign the report and receive a photocopy. Your signature will protect you and your company from any claim or dispute arising from damage to the vehicle which may have occurred after you relinquished possession.

Helping businesses navigate to a sustainable future



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