



Alphabet Maintenance

Protect your vehicle with reliable cover



With **Alphabet Maintenance**, any vehicle that joins your fleet is instantly covered for any maintenance and servicing, repair work and breakdown recovery. The maintenance cost is included in the monthly rental you pay for each of your vehicles.

Key benefits

- **Budget with confidence**
With a fixed monthly payment, you can stay on top of your cash flow with greater ease.
- **Enjoy discounted rates**
We work with an approved network of repairers whose performance we strictly monitor to ensure quality, so that you can enjoy the discounted rates we've already negotiated with them.
- **Forget lengthy admin**
You can contact us directly to help you with your booking, or self-serve through our website or AlphaGuide app – whatever works best for you. Any servicing work on an Alphabet vehicle is always authorised by our maintenance technicians via our online process. This makes it faster and more efficient, and ensures tighter control on any warranty, parts and labour costs.

Services

What services are included?

Preventative maintenance and servicing

Covers all regular preventative servicing, as well as maintenance and repairs resulting from fair wear and tear. This includes, but is not limited to, MOT, batteries, exhaust, brakes, bulbs, wipers and tyres.

Tyre replacement

We will always replace tyres worn to a tread depth of 2mm on brands approved by Alphabet – safer than the legal minimum of 1.6mm. This includes all tyre repairs and replacements covered within the BVRLA Fair Wear and Tear guidelines, which we use to assess all our vehicles. Rest assured, if the repairs or replacement do fall outside of the the guidelines, we will ensure your vehicles and drivers are kept mobile.

24/7 breakdown assistance

We work in partnership with one of the UK's leading breakdown recovery providers. Whether it's a puncture, a flat battery, or you're running on empty; we've got you covered for roadside repair, recovery, the provision of a 48-hour relief vehicle, and overnight accommodation in exceptional circumstances.

We offer this service throughout the UK and European Union, with our partners delivering breakdown and recovery assistance on our behalf 24 hours a day, 7 days a week.

Optional extras

Alongside our Maintenance services, at the start of your contract you can also choose to include the following optional extras which are billed to you only when you use these services.

Accident management

We provide immediate driver assistance via a 24-hour accident helpline. We'll also manage every step of your claim, including: repair work, estimates, uninsured loss recovery and liaising with your insurers.

Provisional vehicle rental

We offer a rental solution to provide temporary cars and light commercial vehicles. These services deliver choice, convenience and value at a large number of locations across the UK.



Take the next step

Alphabet Maintenance could provide exactly the kind of reliable repair and breakdown cover your fleet needs – if you'd like to find out more, contact us today.

Call us on **0370 50 50 100**
or visit **www.alphabet.co.uk**

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Disclaimer: The information provided in this guide is for general information purposes only and is correct to the best of our knowledge at the time of publication (November 2021). Neither Alphabet nor the author can be held responsible for any actions or consequences arising from acting or refraining from taking any action, as a result of reading this.

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