

WE KNOW YOUR BUSINESS DEPENDS ON RELIABLE, WORKING VEHICLES

# TR OPERATING LEASE DOWNTIME POLICY

**Minimise Disruption.  
Maximise Uptime.**

At TR Group, we know your business depends on reliable, working vehicles. That's why we've built a downtime policy that gives you more than just peace of mind - it gives you real, practical support when your fully maintained lease vehicle is off the road.



CONTACT OUR TEAM TODAY



0800 50 40 50



[www.trgroup.co.nz](http://www.trgroup.co.nz)



## Mechanical Downtime or Unscheduled Maintenance

### Vehicles Less Than 12 Months Old

You're covered from **day one**.

- Your **lease is credited from the start** of the downtime period.
- And should it be required, a **replacement vehicle** will be provided (if available), charged at your **standard lease rate**.
- Any charges not included in your lease — such as **fuel, tyres, RUC or insurance** — remain your responsibility.

### Vehicles More Than 12 Months Old or Over 200,000kms (whichever comes first)

- You continue to pay for the first 96 hours the vehicle is off the road, charged at your standard lease rate.
- After 96 hours, a credit is applied to your lease from that point forward.
- Should it be required, a **replacement vehicle** will be provided (if available), however will incur an additional charge but still at your **standard lease rate**.
- Any charges not included in your lease — such as **fuel, tyres, RUC or insurance** — remain your responsibility.

### Alternative fuel vehicles (BEV or FCEV)

The above maintenance downtime policy applies with the following amendment:

- Any lease time credits will be added to the end of the current contracted lease expiry by the equivalent days credited.



## Accident Downtime Support

If your leased vehicle is off the road due to an accident and downtime is expected to exceed one month:

- Once confirmed by our Accident Management Team as a repair, TR Group will suspend the lease billing and credit your lease payments back to the date of the incident.
- The period for which lease billing is suspended will be **added to the end of your lease term** to a maximum of six months.
- Should it be required, a **replacement vehicle** will be provided (if available), charged at your **standard lease rate**.
- Any charges not included in your lease — **fuel, tyres, RUC, insurance, or maintenance (if you have a non-maintained lease)** — remain your responsibility.

**In the event of a total loss: Lease billing continues until TR Group receives the insurance settlement in full.\***

- It is the **customer's responsibility** to follow up with their insurer to:
  - Ensure the vehicle is declared a write-off
  - Ensure the claim is processed promptly
- TR Group has **no influence** over insurer response times and **cannot stop billing** until funds have been received.



\*Any insurance excess will be the responsibility of the customer.

## Replacement Vehicle & Rental Fill-In Process

- If a rental is needed during downtime, TR Group will supply one (if available) at **lease rates**, not rental rates.
- Once the credit period begins, the lease credit is applied to **offset the rental cost**, often resulting in **no additional cost** to you.



**We're here to help. Talk to TR Group about how our downtime policy keeps your business moving - even when your vehicle isn't.**



## **Month-End Downtime Credits**

If your downtime **extends past the end of a calendar month**, we will:

- Process a **partial credit** for the confirmed downtime days to date.
- Once the vehicle is **back on the road**, we will issue a final credit for the remaining downtime period.
- This ensures accurate and timely billing, even when repair durations are uncertain.



## **What's Not Covered**

- Scheduled servicing
- Repairs resulting from driver error, abuse, or avoidable damage
- Damages or repairs from neglect or failure to meet servicing requirements
- Accident repairs (unless downtime exceeds one month)
- Any consumables not included in your lease (e.g. RUC, tyres, fuel, insurance, windscreens)
- Corresponding truck or trailer if a complete unit is not affected
- Delays related to insurer response or claim processing



## **Why TR Group's Downtime Policy Stands Out**

### **What We Do**

- ✓ Lease credits start after 96 hours (or immediately for newer vehicles)
- ✓ Replacements always at lease rates
- ✓ Monthly crediting for ongoing downtime
- ✓ Internal systems track and manage downtime
- ✓ Responsibility for insurance claim follow-up is clear

### **Why It Matters to You**

- ✓ You're not paying for a vehicle that's off the road
- ✓ No unexpected rental charges
- ✓ Timely, transparent billing
- ✓ You don't need to chase credits
- ✓ You stay in control of the process

## **Have Questions or Need Support?**

We're here to help. Talk to TR Group about how our downtime policy keeps your business moving - even when your vehicle isn't.

**"We can't afford to have our trucks not on the road every single day. Now I don't have to worry about that at all."**

**Lee Jeffrey, LIC Herd Test**  
Supply Chain Manager





**Over 11,000 Heavy Vehicles  
Across New Zealand  
& Australia.**

**A team of over 300 people  
are ready to help you with  
your fleet.**

**We have 10 branches  
in New Zealand and  
7 in Australia.**



#### **AUCKLAND**

781 GREAT SOUTH ROAD,  
PENROSE

#### **HAMILTON**

1219 TE RAPA ROAD,  
TE RAPA

#### **MT MAUNGANUI**

501L TRUMAN LANE

#### **NEW PLYMOUTH**

132 DE HAVILLAND DRIVE,  
BELL BLOCK

#### **HASTINGS**

1243 OMAHU RD,  
HASTINGS

#### **PALMERSTON NORTH**

522 RANGITIKEI LINE

#### **WELLINGTON**

14-16 GOUGH STREET,  
SEAVIEW

#### **CHRISTCHURCH**

57 LUNNS ROAD,  
MIDDLETON

#### **DUNEDIN**

1 HALSEY STREET



**Trucks and Trailers  
Rental and Lease**

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