

AVIS Budget FAQs & Important Info

Emergency contact phone numbers

If you experience any issues with your vehicle outside of business hours, please call our Roadside Assistant call out line on:

Budget: 1800 656 550

AVIS: 1800 063 973

EMERGENCY SERVICES: 000

You can call the Roadside Assistance call out line if you experience a flat tyre, have an accident, battery goes flat or for any other issue that you may stumble across.

The call out fee is \$255.62 if you need to call Roadside Assistance for any of the above reasons.

If there is a fault with the vehicle, the call out fee will not be charged.

WARNING: THE VEHICLE KEY CONTAINS A BUTTON BATTERY

The button (coin) battery in the vehicle key is hazardous and both new and used batteries are to be kept away from children at all times.

If swallowed or placed inside any part of the body, a lithium button battery can cause severe or fatal injuries in 2 hours or less.

Medical attention should be sought immediately if it is suspected the battery has been swallowed or placed inside any part of the body.

Insurance and excess

All Budget vehicles are comprehensively insured.

Please contact the rental office or refer to your original reservation for your excess amount.

Please note that our insurance does not cover overhead, underbody or water damage.

Overhead Damage

Please watch out for clearance height of your vehicle as any damage above the height of the windshield is not covered by our insurance.

A sticker indicating the height of the vehicle is located on the inside of the windshield.

It is the renter's responsibility to ensure the vehicle avoids overhead damage. Any overhead damage incurred is not covered by insurance and will be repaired at full cost to the renter

Underbody damage

Off road driving is not permitted in rental vehicles, defying this will breach your contract and any damage will not be covered by our insurance.

Water damage

When driving in heavy rains, please be cautious of the routes you take to avoid driving through flood waters as water damage is not covered by our insurance.

Snow cover

When driving to the snow it is recommended that you opt for our snow insurance cover so that your vehicle is insured for use above the snow line.

PLEASE NOTE: 25 seat buses are not permitted to drive above the snow line at all. Only 12 seat buses are permitted.

25 Seat Buses

DPF (Diesel Particulate Filter)



If the DPF light flashes yellow on the dash it means the vehicle needs to burn off the built-up diesel particles in the exhaust system. The vehicle must be stopped within 40km to allow the burn to take place.

To perform the burn the vehicle must be in park (P) with the parking brake engaged. Apply the brake fully and press and hold the DPF switch until the yellow DPF light stops flashing and continuously lights up. You should now hear the engine speed increase to around 1800 rpm. The burns usually take between 10-20 minutes.

THE VEHICLE MUST REMAIN ON AND STATIONARY UNTIL THE VEHICLE HAS FINISHED ITS BURN.

Failure to allow the vehicle to finish its burn will result in the vehicle entering limp mode and requires towing to a mechanic at a cost to the renter.

The DPF cleaning process will not begin if:

- The engine temp is too low.
- The accelerator or clutch pedal is depressed.
- The brake is released.
- The DPF button was not pressed for the required amount of time.

Side Door operation

The side door on all 25-seater buses can be operated automatically and manually.

To operate automatically - There is an automatic door button on the dashboard to the right of the steering wheel. The vehicle must be in park to operate.

To operate manually – There is a black box in the step of the side door of the bus. At the bottom of this box there is a red lever that you can slide across from automatic to manual to operate the door. By selecting the manual mode, the door can be opened and closed using the external and internal door handles.

Emergency Hammers & Fire Extinguishers

All 25-seater minibuses have Emergency Hammers and a Fire Extinguishers fitted.

There are 3 x Emergency Hammers (red in colour) fitted inside the buses.

There is 1 x Fire Extinguisher fitted normally behind the passenger front seat.

These items are to remain in the vehicle at all times unless there is an emergency.

Any tampering with or removal of these items will result in a repair/replacement fee being charged.

Rear door emergency buzzer

All the 25-seater buses have an emergency buzzer on the rear door at the back of the bus.

If the door is open, the safety buzzer will sound (very loudly).

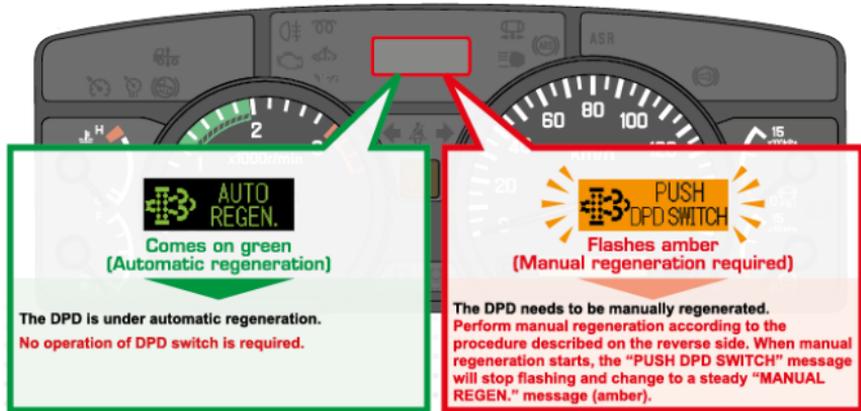
There is a red cover on the inside of the rear door. If this is tampered with or removed, it will set the safety buzzer off.

If this cover is damaged or tampered with in any way, there will be fee charged to repair the rear door.

This red cover should not be removed unless there is an emergency.

4.2 Metre Trucks with hydraulic lifts

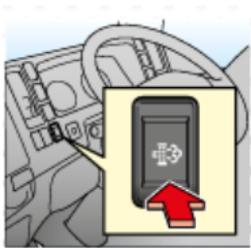
DPD (Diesel Particulate Diffuser)



HOW TO PERFORM DPD REGENERATION

- If the DPD light comes on green the DPD will complete its burn automatically. The vehicle must remain on until this is complete.
- If the DPD Flashes Amber, the vehicle must be stopped and in either neutral (N) or park (P) depending on vehicle model with handbrake engaged. Hold the DPD switch located on the dash until the message "MANUAL REGEN" appears. When this message disappears, the burn is complete.
- **THE VEHICLE MUST REMAIN ON UNTIL THE VEHICLE HAS FINISHED ITS BURN.**

- Failure to allow the vehicle to finish its burn will result in the vehicle entering limp mode and requires towing to a mechanic at a cost to the renter.



Hydraulic Lift Operation

Trucks that are fitted with Hydraulic Lifters will have a red plastic key with the ignition keys. This is used to operate the lift at the control box which is located under the box at the rear of the passenger's side of the vehicle.

Prior to operation ensure the rear of the truck is clear of obstruction and people. Make sure people in the area are aware that it is in use and to keep clear. Remove the safety line to allow the lift to drop the floor.

The platform will push hard against the floor of the truck in the fully up position. Keep clear of this area to avoid injury.

IF THE LIFT IS TO BE USED CONTINUOUSLY FOR SOME TIME, DETACH THE RED TOGGLE AND LEAVE THE TRUCKS ENGINE RUNNING TO AVOID RUNNING THE BATTERY FLAT.

A call out fee will be charged if a flat battery is caused from using the hydraulic lift without the engine running.