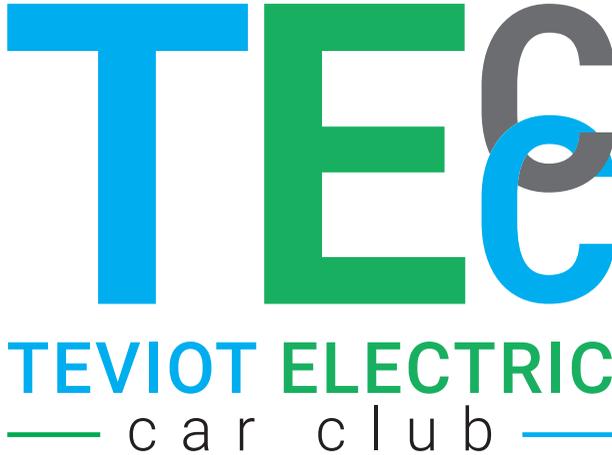


Car Registration Number SK19GMX

Model Nissan Leaf 40kWh

Location Mart Street car park, Hawick, TD9 9NQ



Car User Guide

Version 1.4

Contact details

TECC local Manager 07399 486002
customer support (Co-cars) 0345 345 2544
Co-cars mobile / text 07848 008 024
Co-cars email TECC@co-cars.co.uk
TECC website www.tecc.coop
vehicle bookings bookings.co-cars.co.uk

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The Really Short Guide

- Book** You can book your car:
- **online**; bookings.co-cars.co.uk or
 - from your Smartphone: mobilebookings.co-cars.co.uk
- Get in** hold your **TECC** Smartcard over the card reader on the front windscreen, driver's side, and the car will unlock
- Enter PIN** input your 4-digit PIN into the in-car computer and press the arrow key
- Unplug** Press the release button on the dash, unplug the cable and place it on the charger
- Drive off** Put your foot on the brake pedal and press the Power button, select Drive and you are ready to drive away.
- At the end of your booking, remember to plug the car back into the charger ready for the next person.

Contact us

TECC and Co-cars are here to help!

Our office hours are 9am to 5pm, Monday to Friday, excluding Bank holidays. However, we are always here to help if you have an active car booking and need immediate assistance out of hours:

TECC Manager [07399 486002](tel:07399486002)

all-hours **Co-cars** customer services [0345 345 2544](tel:03453452544)

mobile or text [07848 008 024](tel:07848008024)

email tecc@co-cars.co.uk

Please note, all general, membership or finance related queries can only be dealt with during office hours (0900–1700 Monday–Friday).

The Slightly Longer Guide

1. Unlocking the Vehicle

Go to the vehicle at your booked time.

Please note, if you arrive early, you will only be able to access the car 5 minutes before your scheduled booking start time.

You will find a card reader on the front windscreen, driver's side. Hold your Smartcard over the centre of the card reader for a few seconds and you will hear the doors unlock. If the car doors do not open straight away, it may be that you have held the card over the reader for too long and the doors have relocked. Try again, but if you are still unsuccessful, please call 07848 008 024 and we will assist you.

Always use your Smartcard to open and lock the car doors.



TEC
TEVIOT ELECTRIC
— car club —
supported by  Cars

Member number
123/4
bookings.co-cars.co.uk

Hold your Smartcard over the sensor, in the centre of the card reader, for a few seconds, to unlock the car.

2. Report a Dirty or Damaged car

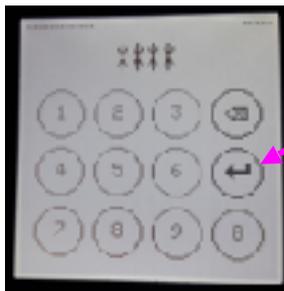
IMPORTANT: before you start every booking, look around the car for any damage.

If you *do* spot anything, please review the Damage Record Card in the driver's door pocket. If the damage is not already recorded, please add the details to the list. Please also call or text 07848 008 024 to let us know of the damage or if the car has been left unacceptably dirty, otherwise we might think it was caused by you. It would be very helpful if you could email photos of the damage or dirty car to tecc@co-cars.co.uk.

3. Enter your PIN

When you first enter the car, you will be asked for a PIN to start your booking; this will have been sent to you via e-mail.

- Type in your 4-digit PIN using the touch screen keypad
- Then press the arrow key to enter your PIN



After inputting your PIN, please press the enter key



Booking information:

When you input your PIN successfully the in-car computer screen will display a 'Welcome!' page with your booking details, miles covered and current time

Automatic log out

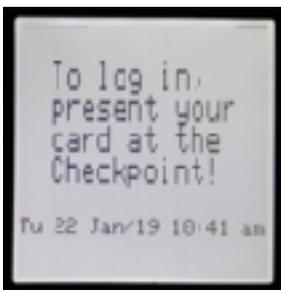
After entering your PIN, if you delay starting the car for more than eight minutes, you may receive an automatic log out message. Don't panic!



To stop being logged out, press 'Stop', on the in-car computer touch screen and you will return to your booking information.

'Present your card at the checkpoint'

If you are not quick enough to stop the automatic log out, the in-car computer will display the message "You have been logged out!", followed shortly by "To log in, present your card at the checkpoint".



If this happens, ensure the car is switched off and then place your Smartcard over the card reader, from inside the car and the in-car computer should return to the booking information screen (the default screen). You may have to do this a couple of times, but if you are still experiencing difficulties, please call 07848 008 024.



Hold your Smartcard over the card reader, from inside the car, to allow the in-car computer to return to the booking information screen.

4. Provided in the car

The following items can be found in the car.

Glove compartment

- ChargeYourCar card
- Nissan Driver's Handbook

Driver's door side pocket

- Information sheet—connecting and disconnecting the charge cable
- Car User Guide (this document)
- Damage Record Card

Passenger door side pocket

- Window wiper and cloth

Boot

- Tyre inflation kit

if you get a puncture, please do not repair it yourself, call breakdown assistance, details are on page 16. If breakdown assistance uses the inflation kit, please call or text Co-cars on 07848 008 024 so that we can arrange a replacement

- Dustpan and brush
- Warning triangle
- Hi-viz jacket
- First aid kit

IMPORTANT: RETURN ITEMS to their storage location

5. Essential Car Information

Model: Nissan Leaf

ChargeYourCar card: in the glove compartment

This is a very quick guide to help you with starting and stopping, but the detailed Nissan Leaf Driver's handbook can also be found in the driver's door side pocket with an information sheet on using the charge cables.

To Start

Once you have entered your PIN and pressed the arrow key to 'enter':

1. Put your foot on the brake pedal.
2. Press the Power button, to the left of the steering wheel.
The car will come to life. The available mileage range will be displayed, The range is typically 170 miles on a full charge or 140 miles if the heater is used.



3. Verify that the e-Pedal and Eco mode lights are on so that you get the easiest driving experience and best economy. If either of them is not lit, use the buttons in front of the 'gear stick'

4. With your foot still on the brake pedal, select either 'D' (Drive) or 'R' (Reverse) with the selector. Knock the lever to the right and forwards for Reverse or right and back for Drive. Repeating that move engages 'B' mode, which is more economical. The selected mode ("gear") is shown on the dashboard.
5. Release the parking brake.



selector options



selector lever



parking brake

Parking Assistance (while reversing):

The car is fitted with ultrasonic proximity sensors all around and cameras on every side. The rear camera will display on the central screen beside a composite 'aerial view' of the car and its immediate surroundings. The proximity sensors cause a beeping to be emitted from the corner of the car that is close to an object the faster the beeps, the closer in proximity to the obstacle. For more details, please see the Driver's Handbook.



The parking distance control is there to assist you, however, please use due care and attention while reversing.

1. *Release the parking brake.*
2. *Move your right foot from the brake pedal to the accelerator pedal.*
3. *You are off!*

To Stop

To stop the car while parked or at the end of your booking:

1. *Depress the brake pedal.*
2. *Apply the parking brake.*
3. *Press the P button in the centre of the selector.*
4. *Press the Power button to turn everything off.*

IMPORTANT: AT THE END OF YOUR BOOKING please check:

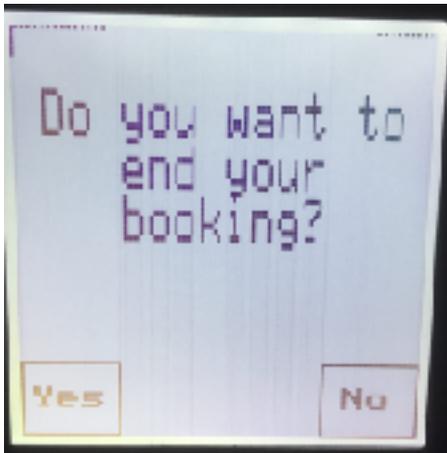
- *All windows are closed*
- *Selector is in 'P' (Park) and parking brake is on*
- *Car is plugged into the charging point*
- *ChargeYourCar card has been returned to the glove compartment*
- *Car is clean, rubbish and belongings collected (if required, there is a dustpan and brush in the boot)*
- *All doors and boot are shut securely—please physically check*

6. Car wash

If the car is dirty and requires a wash, please pay for this yourself and send us a copy of the receipt (either via e-mail or by post) and we will reimburse you on your next invoice.

7. During the Booking

Every time you switch off the car, the in-car computer will beep and ask you 'Do you want to end your booking?'



If you are mid journey and have not finished your booking, then you need to select **No**.

You will be asked this question every time you switch off the car.

Accidentally pressed 'Yes'?

Not a problem, you will be asked "Do you really want to finish your booking" - just select **No**.

Lock the car with your Smartcard by holding the card over the centre of the card reader on the windscreen, until you hear the doors lock. If you hold the Smartcard over the reader too long, the doors can re-open.

IMPORTANT: CAR DOORS please physically check they are locked

If the car doors will not lock – it is normally because the car has not been left in Park – please ensure the gear selector has been left in 'P' and everything has been switched off. Also, please check all the windows, doors and the boot are securely shut.

8. Charging the car

Most of the needed charging will happen at the home station in Mart Street and no action is needed to ensure that the car is adequately charged. If, however, you have the car for an extended period of time or take it on a particularly long journey, it will require extra charge and you will need to top it up as necessary. There are various ways of doing this and you will be responsible for covering any costs—although most chargers in Scotland are free to use.

ChargePlace Scotland

There is a Charge Your Car card in the glove compartment that allows you to use the charge points on the CYC network, which includes all ChargePlace Scotland units, BP Chargemaster and Polar. The rapid units will have tethered cables and you should generally use the CHAdeMO connection although you can also use the Type 2 connector if the DC charger is in use although this will result in a slower charge.

If the charge point has no tethered cables but just a Type 2 socket, use the cable in the boot. Follow the instructions on the unit.

At home or other domestic power outlets

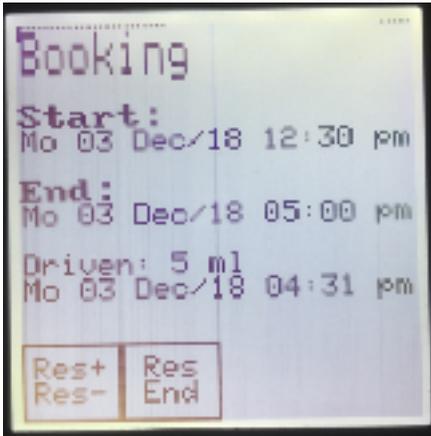
The car can be charged from any regular 13A mains socket at home or your destination using the unit in the boot. If you need to use an extension lead, ensure that it is capable of taking the current and is uncoiled. The car will charge fully overnight. If the socket or cable cannot take full current, the car can be set to only take a reduced charge.

At Electric Highway and other charge points

There are many networks of charge points provided by various organisations. At Motorway service stations, most of the rapid units are Ecotricity's Electric Highway but you may find Podpoint, and various other units. Most of these can be used with a smartphone app or by phoning the number on the unit and paying by credit or debit card; some allow contactless payments.

9. Extend your Booking

From the In-car Computer



You can extend your booking from the in-car computer touch screen, but only if the car is free.

Select the $\frac{Res+}{Res-}$ button to amend your booking end time.

If the car is not available for the time you require, the in-car computer will let you know when the car is available until.

Unable to extend your booking and running late, please call **07848 008 024**

From a Smartphone

You can also extend your booking, via a Smartphone, at mobilebookings.co-cars.co.uk. Simply log in and from the 'Main menu':

- Select 'My bookings'
- Select the car booking you wish to change
- Extend your booking end time and click 'confirm'

Extend your booking from a Smartphone



Select 'My bookings'

Unable to Extend your Booking?

If you do not extend your booking before your scheduled 'end time', you will have to call 07848 008 024 so we can extend the booking for you.

IMPORTANT: AVOID MAKING A LATE BOOKING EXTENSION

Please try to avoid the necessity for a late booking extension, as you could inconvenience another member if they have made a booking immediately after yours.

10. What if someone is parked in the **TECC** parking bay?

Put a card under the windscreen wiper of the offending vehicle.

Take a note of the vehicle's registration number.

Park the car nearby and phone the **TECC** car club manager on 07399 486002.

There is a charge point at Teviotdale Leisure Centre and if the car is in need of charge and cannot be connected to the club charge point, you should connect the car to this charger if possible.

IMPORTANT: LET US KNOW WHERE THE CAR IS PARKED

Please call or text 07399 486002 with the car location details so we can notify the next member or, if necessary, arrange for the car to be moved back to its bay.

IMPORTANT: DO NOT PARK ILLEGALLY

Please do not park in disabled parking or in any areas with yellow line restrictions, as you will be liable for the parking fine, should we incur one.

11. At the End of your Booking

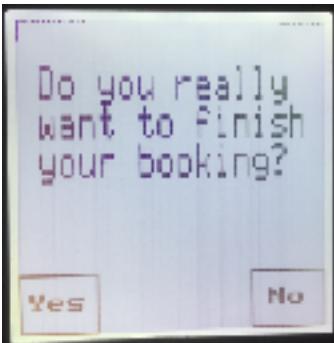
1. *Before turning the car off, please check:*
 - all windows are closed
 - the selector has been left in Park and handbrake is on
2. *Switch the car off and confirm the end of your booking*



When you switch the car off, the in-car computer will beep and ask you

“Do you want to end your booking?”

Select **Yes** on the touch screen.



You will then be asked to confirm that you *“really want to finish your booking?”*

Select **Yes** on the touch screen.

3. *Before leaving the car, please check:*
 - the car is plugged into the charging point
 - ChargeYourCar card has been returned to glove compartment
 - you have taken all your possessions and any rubbish
 - the car is clean and tidy (there is a dustpan and brush in the boot)
4. *Lock the car by holding your Smartcard over the centre of the card reader on the windscreen—you should hear the doors lock. If you hold the Smartcard over the reader too long, the doors can re-open.*

IMPORTANT: CAR DOORS please physically check they are locked

12. IMPORTANT: Play by the Rules!

- NO SMOKING is permitted in the cars.
- NO driving under the influence of ALCOHOL or DRUGS.
- NO FOOD or DRINK to be consumed in the cars.
- NO PETS are allowed.
- Please return the cars CLEAN and TIDY:
 - Remove all rubbish from the car
 - Use the dustpan and brush stored in the boot
 - Use a car wash
- RUNNING LATE! It happens! But please try to extend your booking from the in-car computer or from your Smartphone mobilebookings.co-cars.co.uk. If you do not extend your booking before your scheduled 'end time', you will have to call 07848 008 024 for assistance.
- CANCELLING A BOOKING. Please cancel as soon as possible or you may incur a charge:

Cancel your booking:	Charge
Within 30 minutes from when you originally entered your booking	No charge
More than 5 hours from your scheduled 'start time'	No charge
Less than 5 hours from your scheduled 'start time'	50% of booking hire fee
After the scheduled 'start time'	100% of booking hire fee

Fines and charges are liable for issues such as:

- o Car returned late
- o Lost or stolen fuel cards
- o Unacceptably dirty car

Full details of fines and other charges can be found on the [Co-cars](http://www.co-cars.co.uk) website, www.co-cars.co.uk.

14. Accident, Vehicle Damage or Theft

KEEP CALM!

1. Call the ambulance services if someone is hurt.
2. Notify the police of the incident, if appropriate.
3. Do not admit liability under any circumstances.
4. Do not attempt repairs yourself.
5. Complete an Incident Form, copies can be found overleaf. Please ensure the Form is completed and forwarded to **Co-cars** within 24 hours of the incident.

IMPORTANT: REPORT ALL INCIDENTS

All incidents that result in physical injury, damage to a car (ie, scrapes, shunts or collisions) or theft should be reported to **Co-cars** as soon as possible, certainly within 6 hours of the event.

Contact us

Our office hours are 9am to 5pm, Monday to Friday, excluding Bank holidays. However, we are always here to help if you have an active car booking and need immediate assistance out of hours:

Telephone **0345 345 2544**

Mobile / text **07848 008 024**

email **tecc@co-cars.co.uk**

Please note, all general, membership or finance related queries can only be dealt with during office hours (9am to 5pm, Monday to Friday).

Incident Form (for Accidents, Vehicle Damage or Theft)

This form must be completed in the event of an accident, vehicle damage or theft and sent to Co-cars within 24 hours of the incident:

E-mail: tecc@co-cars.co.uk

Post: Co-cars Limited, 3rd Floor, 11-15 Dix's Field, Exeter EX1 1QA

Member's name			
Member's signature		Membership No.	
Details of incident (time, date and location)			
Time		Date	
Location			
Attending police officer (name, number, rank, and police station)			
Name		Number	
Rank		Police Station	
Police Incident Reference No.			
Names and addresses of any witnesses			
Names and addresses of other persons involved			
(1)	(2)		

Make, registration numbers & insurance details of other vehicles involved

(1)

(2)

Description of Events – including speed of vehicle, speed restrictions in area

A rough sketch of accident scene - including width of road & any traffic signs.

15. Damage Record Card

If you notice any damage and it is not already recorded, please add the details to the list and note the ID number on the diagram overleaf. Please also call / text 07848 008 024 and send pictures to tecc@co-cars.co.uk

ID No. on Diagram	Date	Description of Damage	Name & Membership No.	Co-cars informed (Y / N)	Actioned by Co-cars
1					
2					
3					
4					
5					

Car Chart—Leaf SK19GMX

Please mark where the damage has occurred on the diagram below, using the ID number from the description on the previous page.

Near-side

(Passenger side)

Off-side

(Driver's side)

