



# Service Standards & Procedures

Issue 9 – January 2026

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## 1. Vaculug Contacts

Vaculug Tyre Rescue (24 Hours)	01837 658175
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Business Development Director	Perry Buckley 07879 662935 perry.buckley@vaculug.com
Customer Services Manager	Gary Johnson 07879 662968 gary.johnson@vaculug.com
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National Operations Manager	Marcus Kirkness 07890 388454 marcus.kirkness@vaculug.com
Account Manager	Please refer to your Work Procedure document for Account Manager contact details
Contract Operations Manager	Please refer to your Work Procedure document for Contract Operations Manager contact details
Head of Compliance & Sustainability	Mark Holloway 07879 662950 mark.holloway@vaculug.com

## 2. Operating Hours & Service Request Procedure

A Service Provider must be available 24 hours a day, 365 days a year.

On scene target times should be 60 minutes during normal working hours and 90 minutes out of hours.

All callouts must be attended within 60 to 90 minutes.

In the event of a delay to an agreed on-scene time, the Service Provider must provide an update to Vaculug Tyre Rescue as soon as possible or, where appropriate the Customer direct.

Unless by joint agreement, normal operating hours for all Service Providers are 08.30 to 17.30 Monday to Friday (excluding Bank Holidays) and 08.30 to 12.30 on Saturdays.



### 3. Site Rules / Health & Safety / Environment

All Technicians, Fleet Inspectors and Representatives from any Service Provider, engaged by Vaculug, visiting a Customer's Site on behalf of Vaculug must adhere to all Customer Site Rules.

#### Minimum Requirements at Customer's Location Entry Point

- Must wear PPE as described at the entry points and/or by Site Rules. Follow any Site Rules applicable, with regard to Routes, Speed, Parking Areas, and Safe Working Areas etc.
- Must sign in immediately on arrival at the designated point and any other points required if it is a large sectional managed site. Report to the designated point/person if different to the above, to alert the site/location of their presence.
- Have, if requested by the site, available copies of Insurance Documents, Liability Documents, LOLER, Training Records, Risk Assessments and Proof of Competencies to cover any work carried out by the visiting Service Partner on behalf of Vaculug.
- Take Site Induction Programmes where appropriate. Vaculug will make provision to accept charges where inductions take more than 15 minutes to complete. (Documented evidence of the induction will be required).
- Ensure that during any tyre replacement and/or service work, any vehicle being worked on is immobilised or blocked from movement by your van.

#### Minimum Requirements on Leaving Site

- Remove any rubbish and clean up related debris.
- Report to the designated person/driver to advise works have been completed and alert designated person/driver of any issues arising regarding work completion. Obtain authorised signatures and sign out at the points that were signed in at.
- Leave the site following all Site Rules.

Failure to follow Customer Site Rules may result in loss of contracts for the Service Provider, it is not Vaculug that manages its Customer's site safety, and we are all bound by the same set of rules. These are for our safety as much as protecting Customers from un-trained or un-professional people, working under their umbrella.

#### Risk Assessments to be made available on request to Vaculug Customers

- |  |                                    |
|--|------------------------------------|
| • Site Based Assessment                                | • Removal and replacement of tyres |
| • Attending a roadside breakdown                       | • Completing puncture repairs      |
| • Manual Handling                                      | • Tyre Inflation                   |
| • Jacking up of vehicles (including secondary support) | • Re-grooving commercial tyres     |
| • Wheel Removal  | • Lone Working                     |
| • Wheel Replacement                                    |                                    |

Note: Additional risk assessments may be required to facilitate any special requirements undertaken.

#### Insurance Documents to be made available on request

- Vehicle Insurance
- Public Liability Insurance

#### LOLER Certificates to be made available on request

Heavy Hydraulic Lifting Equipment and associated chains and lifting devices.

#### Additional Information

You may need to provide additional information as required by the site.

#### 4. Accident Procedure on Customer Premises

1. Any Service Provider suffering personal injury while working on a Vaculug Customer Site must immediately report the incident to the Vaculug Customer and ensure all details are recorded in the Customer's accident register.
2. They must also inform their line manager, who will be responsible for notifying the Vaculug Operations Manager.
3. Any incidents where damage is caused to property must also be reported to the Customer and Vaculug Operations Manager at the earliest opportunity.

## 5. Service Requests

### Customer Premises, Roadside Normal Hours and Out of Normal Hours Service Request Procedures

This procedure provides a definitive and consistent instruction to all parties involved in the origination, execution and administration of emergency requests for service attendance to Vaculug VMS contracts.

1. Unless by separate arrangement and in agreement with Vaculug, all calls 24/7/365 days per year must emanate from the vehicle operator or vehicle operators fleet control function and be called in by an empowered and authorised person as having clear authorisation to request service from Vaculug.
2. Unless, by separate arrangement, all calls will be placed via Vaculug Tyre Rescue, who may require a 'defect number', 'start-up number' or 'order number', where appropriate, to facilitate future reference. Where Vaculug Tyre Rescue have instructions to obtain a 'defect number', 'start-up number' or 'order number' prior to placing or handling the request (this will be a Customer's instruction) they will have the absolute right to refuse requests until this is supplied. Basic information regarding the vehicle and location as below will also be requested.
  - a. Customer Name
  - b. Driver or Callers Details and Contact Numbers
  - c. Vehicle Owning Location and Address
  - d. Vehicle Number / Trailer Number / Fleet Number
  - e. Tyre Size & Load Rating (I.E., 315/80R22.5 Load Index 156/150L)
  - f. Brief description of the problem with wheel positions
  - g. Vehicle Location
3. Emergency requests must be deployed to a suitable Service Provider within 15 minutes of receiving the original call. Once this time limit expires the request must be passed to an alternative Vaculug Service Provider.
4. Emergency request for attendance shall only apply to damaged tyres and punctures. Requests to attend to worn tyre replacements or general service work, including re-torques, should be scheduled within the Service Providers Normal Working Hours and take into consideration any local agreements with regard to service hours, however conflict with the caller should be avoided. Where the caller persists in demanding attendance, attendance should, if possible, be arranged as requested by the caller, with email notification of the incident being sent to the nominated Vaculug Contract Manager for post event appraisal and action.
5. Vaculug Tyre Rescue will communicate to the deployed Technician, at the point of initial deployment, the specific tyre policy relating to the Vaculug contract, also requesting any emergency response. Where policy product is unavailable Vaculug Tyre Rescue will advise of suitable alternatives based on available stock.
6. MOT preparation and supplying multiples of tyres (more than two) per vehicle outside normal hours as rapid response is not facilitated within any Vaculug contract, these will be respectfully declined and placed within normal hours with the appropriate tyre Service Provider.
7. Actual roadside tyre breakdowns with multiple tyre requests are permissible to get vehicles moved to safety.
8. It will be the callers (vehicle operators) responsibility, wherever possible, to clarify whether the vehicle requiring assistance is covered under a VMS contract. Where assistance is for a 'hire vehicle' not normally covered by the VMS contract the vehicle operator shall provide, wherever possible, a recharge number at the time of the service request.
9. Vaculug Tyre Rescue shall provide instruction in relation to the applicable tyre policy for the Vaculug Customer requesting service. In the event of policy tyres being unavailable then Vaculug Tyre Rescue will either issue alternative policy instruction or seek attendance from an alternative Vaculug Service Provider.
10. Under no circumstances shall an urban specification tyre or an all position on/off road style tyre be fitted to a standard road operating vehicle.
11. Following initial deployment of the job, Vaculug Tyre Rescue will notify the originating caller of an ETA and send automated notifications to any specified Customer e-mail address.
12. There shall be communication between Vaculug Tyre Rescue and the deployed Technician to confirm physical stock availability upon arrival at the stocking point. Responsibility for this communication shall rest with the deployed Technician.

13. Upon arrival at the vehicle, and where safe to do so, the Technician should carry out a full inspection of the vehicle to identify the work requested along with any immediate additional work that is needed. The Technician must then contact Vaculug Tyre Rescue to confirm arrival at site and communicate any additional work requirements. Vaculug Tyre Rescue will then communicate the time of arrival and additional work requirements to the originating caller. The originating caller will then confirm what work shall be undertaken.
14. Confirmation of the work instruction from the originator shall be passed to the Technician and subsequent work can commence. Failure to get pre-authorisation for additional goods or work may result in delays or non-payment of the specific invoice.
15. Upon completion of the job the Technician must contact Vaculug Tyre Rescue to sign off the job as completed, in turn this will be communicated to the Customer.

**NB: Every vehicle where safe to do so must receive a full tyre inspection, with the exception of motorway breakdowns and vehicles in exposed or un-safe locations, with the detail being entered upon the job-sheet (make and tread depth). This detail will be required at the point of authorisation by Vaculug.**

**All requests for work authorisation from Vaculug that include a Roadside or Out of Hours Call Out charge shall require the Vaculug Tyre Rescue Log Number and/or any Customer defect number or order number supplied, before the authorisation process can be completed and an authorisation number issued.**

A call out charge will not be paid if you are attending a Customer's Site for which you are dedicated during normal working hours.



## 6. Weekly Visual Tyre Inspection

This procedure will apply to Vaculug VMS Contracts that have the inspection category documented as a mandatory requirement within the Work Procedure. It will ensure complete compliance with all Vaculug Customer specifications and provide clarity to all Tyre Service Providers.

1. Each specified available vehicle within the fleet list shall receive a weekly visual tyre inspection.
2. An appropriate action sheet should be used to record the registration numbers, faults, actions and tyre sizes of all vehicles inspected that require remedial attention. The action sheet should also facilitate the entry of all vehicle numbers inspected that require no remedial attention.
3. Each wheel position will require a visual check of all accessible areas of the tyre to identify any damage or wear characteristics that will require remedial attention.
4. Each wheel position should be physically examined to establish inflation status, the acceptable method being to strike the tread area just above ground level with a small lever or similar instrument.
5. Any tyre found to be ten years old or more must be notified to the vehicle operator and where allowable be rectified at the time of the inspection.
6. Any work resulting from the inspection of unlisted vehicles must be preauthorised by the vehicle operator to ensure the correct invoicing protocol is followed. Vaculug shall not be responsible for work carried out on unlisted vehicles without operator authorisation in the form of a defect note or order number and details of the person authorising the work. This information must be recorded on the worksheet.
7. Faults that contravene vehicle legislation must be notified to the vehicle operator and where allowable be rectified at the time of the inspection. Where rectification work is not allowable within the service arrangement without authorisation, particularly on unmanned sites or unmanned vehicles, every effort must be made to make vehicle operators or drivers aware of tyre or wheel faults contravening current legislation.
8. An examination of wheel fixings and wheel security devices should also be carried out for each wheel position. Suspect fixings or broken or missing devices should be immediately reported and the vehicle stood down from service until rectification has taken place.
9. A copy of the completed action sheet shall be left with the appropriate site manager to enable the planning of subsequent remedial activities.
10. If the weekly inspection takes place over the week then a daily action sheet will need to be completed.
11. If there are additional requirements over and above those stated above, these will be notified within the relevant Work Procedure.

## 7. Monthly Tyre Inspection

This monthly inspection procedure will apply to all applicable Vaculug VMS Contracts. It will ensure complete compliance with all Vaculug Customer specifications and provide clarity to all Tyre Service Providers.

1. Every monthly inspection must be carried out using an approved inspection application on an appropriate electronic device.
2. The practice of written inspections being undertaken and then transferred to an electronic device at a later time, shall only be permitted when the circumstances of the inspection dictate. These must be imputed on an electronic device or computer link as soon as possible after the inspection, to maintain data integrity.
3. The 'data transfer' process must take place following the completion of each daily inspection activity.
4. The monthly tyre inspection can take place over the month rather than at one visit, unless the 'whole' fleet is available to enable 100% capture at one visit. All commercial vehicles listed on the device must be inspected. Attention should be given to centralised trailer fleets, equipment may appear at any of the Customer Contract Locations, therefore the opportunity to inspect should not be missed.
5. Vehicles not listed on the device should not be added via the device but should be visually inspected where requested.
6. Any tyre found to be ten years old or more must be notified to the vehicle operator and where allowable be rectified at the time of the inspection.
7. Any work resulting from the inspection of unlisted vehicles must be preauthorised by the vehicle operator to ensure the correct invoicing protocol is followed. Vaculug shall not be responsible for work carried out on unlisted vehicles without operator authorisation in the form of a defect note or order number and details of the person authorising the work. This information must be recorded on the worksheet.
8. The inspector shall review all actions from the day's inspection, transfer the information to an authorised style of 'action sheet' where applicable and then arrange to carry out all immediate actions and subsequent planned activities with the relevant person from the operators transport office. A copy of the 'action sheet' must be left with the transport office.
9. Accuracy should be given to ensure that correct vehicle configuration detail and tyre size are recorded on initial inspections.
10. The correct tyre size, brand and pattern, new or retread tyre, should be identified for every wheel position inspected. regrooved tyres shall also be identified.
11. Remaining tread depths at the lowest point of every wheel position must be taken, using an appropriate tread depth gauge, and recorded on the inspection device. Where uneven wear is apparent this should also be identified.
12. The inspector must record all visible faults for each wheel position and the recommended actions. This will include visual inspection of wheel fixings and the existence of the specified wheel security device.
13. Suspect fixings or broken or missing devices should be immediately reported and the vehicle stood down from service until rectification has taken place.
14. Tyre inspectors should also pay attention to any missing or damaged valve extensions, as well as the inflation status of each tyre, using a small lever or similar instrument to strike the crown of the tyre. Any tyre displaying signs of distress or inflation irregularities should be identified by the appropriate fault code and subsequently the relevant action code.
15. Faults that contravene vehicle legislation must be notified to the vehicle operator and where allowable be rectified at the time of the inspection. Where rectification work is not allowable within the service arrangement without authorisation, particularly on unmanned sites or unmanned vehicles, every effort must be made to make vehicle operators or drivers aware of tyre or wheel faults contravening current legislation.
16. All devices shall be configured to enable 'actions' identified from each inspection activity to be automatically emailed to the inspecting Service Provider for forwarding to the Vehicle Operator.
17. It will be the responsibility of the respective Service Provider to ensure that all inspection devices under their control are charged and serviceable at all times. All system faults must be reported to the relevant Vaculug Operations Manager.
18. All relevant fleet inspections and actions found will appear on the electronic device from VMS, as a consequence of the data transfer action.
19. If there are additional requirements over and above those stated above, these will be notified within the relevant Work Procedure.

## 8. Service Element Specification

The service elements detailed below, and their descriptions, are an integral part of the VMS Contract & Work Procedure. Any Customer specific variation from the below will be detailed in the VMS Work Procedure.

1. **Weekly Inspections:** A visual inspection of tyre condition in respect of damage, RTD and inflation status along with a cursory view of wheel fixing components and security devices.
2. **Monthly Inspections:** A comprehensive inspection utilising electronic devices that communicate with Vaculug Inspection Applications.
3. **Inflation Pressure:** All tyres will be inflated or checked for inflation pressure at the point of original fit, or when any service to wheel is undertaken.
4. **Inflation Maintenance:** Periodic audits, as and when instructed, of tyre inflation status and rectification, recording inflation pressure in 'psi' and whether rectification is required. Differences below 20% of recommended pressure shall require full investigation prior to pressure rectification.
5. **Tyre Removal Depths:** Tyres shall only be removed as worn once they have reached a tread depth of between 3mm and 2mm. Removal above this parameter will be deemed as premature.
6. **Ten Year Old Tyres:** Any tyres that are ten years old or more should be replaced. Any COP tyres that are ten years old or more should be removed from COP stock.
7. **Worn Casings:** All commercial tyres of 17.5" and above, removed as worn, shall be submitted to Vaculug via the specified Vaculug Collection Process as 'Casings'. The casing shall be clearly identified with the authorisation 'V' number, the vehicle registration and the work sheet number. Casings below 17.5" should be disposed of through normal, authorised disposal methods.
8. **Damaged Casings:** All commercial tyres removed due to in service damage, with a remaining tread depth of greater than 7mm, should be submitted for specialist repair to a VMS approved repairer. The casing shall be clearly identified as 'Repair' with the authorisation 'V' number, the vehicle registration and the work sheet number. Tyres that have less than 7mm remaining tread depth shall be returned to Vaculug.
9. **Warranty Claim Tyres:** Any tyre removed during service that is considered to be as a consequence of faulty manufacturing shall be identified as 'Warranty Tyre' in relation to reason for removal when seeking authorisation from Vaculug. The tyre should then be returned to the respective manufacturer for adjudication with Vaculug as the named user. Vaculug product shall be submitted direct to Vaculug using the Vaculug Claims process. Vaculug's Claims process is detailed in section 12 below (page 18).
10. **Vehicle Damage:** Tyres that have failed and created vehicle damage, i.e., light clusters or wings etc. must be returned to Vaculug under the Vaculug Claims process.
11. **Part Worn Tyres:** Are generated when a tyre has been removed and the remaining tread is above 7mm. The correct reason for removal box must be selected on the jobsheet showing the reason for removal and casing destination (COP must be selected) to ensure job authorisation can be completed and COP will then be automatically recorded within the central VMS part worn register. A part worn register shall also be kept at the servicing location to identify all part worn tyres emanating from Vaculug contracts. This register shall be audited against the central VMS part worn register to maintain stock integrity.
12. **Twinning:** Is the action to be carried out to facilitate the movement of any twinned tyre to ensure that the difference in RTD between tyres does not exceed 5mm.
13. **Uneven Wear:** The maximum permitted difference of RTD across the tread shall be 3mm. Tyre must be turned or relocated before the difference exceeds 3mm. If the uneven wear is a consequence of mechanical irregularity, then this must be notified to the vehicle operator at the time of discovery.
14. **Sidewall Scuffing:** Standard tyres must be turned on the rim or relocated before the tyre size and identification markings are completely abraded away. In the case of specialist urban tyres attention shall be given to sidewall depth indicators to ensure optimum sidewall resistance is achieved before turning or relocating.
15. **Worksheet Administration:** Each worksheet shall contain work relating to one vehicle only. All entries must be clear and legible. The worksheet shall be fully completed to include vehicle details, wheel position, location details, date, time on and off, serial numbers on and off, tyre brand, pattern and size removed, removal reasons, remaining tread depths, vehicle odometer reading where available, torque tag serial number, recipient name, vehicle defect note number for emergency breakdowns along with breakdown control job number. Failure to adhere will result in authorisation process delay and possible refusal.
16. **Worksheet Authorisation:** All worksheets must be submitted to the authorisation process within two working days. Delays in requests for authorisation may result in refusal. Any jobsheet received 24 hours after the job was done may be rejected.
17. **Valve Caps:** Only standard dust caps are to be fitted unless instruction within the Work Procedure specifies a particular alternative.
18. **Valve Extensions:** Valve extensions shall not be discarded during the tyre removal process unless unserviceable. Usage will be closely monitored. Only brass, rigid extension will be accepted as replacements for any that are missing or damaged.
19. **Replacement Truck Valves:** Only damaged and unserviceable valve will be replaced.

20. **Cosmetic Repairs:** This category refers to rubber only repairs to tread and sidewall areas where no casing structure is exposed. If in doubt a blunt probe can be used to ascertain if it is down to cords or not. Attention must be given to ensure that the correct amount of curing time is achieved before the tyre resumes normal operations.
21. **Minor Repairs:** For clarification, this category refers to penetration damage below 6mm for car and van tyres and 10mm for commercial vehicle tyres along with non-penetrating carcass structure exposure irrespective of the type of repair patch construction used. Tyres repaired in this manner should conform to the most current BS AU 159 standard in all cases. Repairs of this category are permissible for re-fitment to all wheel positions.
22. **Specialist Repairs:** For penetration damage greater than the above limits that defines the use of a reinforced patch. Ideally tyres with damage of this nature should be submitted to a recognised specialist repairer to allow for comprehensive damage inspection and autoclave curing processes along with post repair inflation testing. Repairs of this category shall not be fitted to any front steer axle of any Vaculug Contract Vehicle irrespective of operating specification.
23. **Call Out Requests:** All call out requests must come directly from the vehicle operator and should include the caller's name and, where possible, a defect number for reference. If no defect number is provided, the caller is granting authority for the job to be completed by placing the request with the call centre. Rapid response call outs will only apply to calls for damaged or punctured tyres where the vehicle is either, roadside in current operation, at an operating base where it is required for further service. All other requests shall be dealt with as scheduled work to meet the vehicle availability requirements of the operator. Tyres that are worn to policy limits of between 2mm and 3mm shall also be scheduled into normal tyre service regimes. Tyres that are reported to be below 2mm shall be handled as a rapid response if the vehicle is required for immediate operation, call out charges of this nature will be borne by the Service Provider. Where tyres are found to be above 2mm upon arrival then the call out cost will be recharged to the vehicle operator. Call outs to vehicle service agents shall be dealt with as scheduled work and will not attract a call out charge. It will be the vehicle service agents responsibility to ensure that sufficient time is made available to facilitate the servicing of tyres during normal working hours. In the event of a failure of the vehicle service agent to adhere to such instruction and a rapid response is required to meet vehicle or MOT availability times then any call out cost shall be recharged to the vehicle operator. Where call out recharges occur authorisation numbers will only be given once the vehicle operator has acknowledged the occurrence.
24. **Regrooving:** Regrooving shall only be carried out when tyre has reached a tread depth no less than 4mm and where Customer Work Procedures permit. Ideally it should be carried out at the vehicle to ensure optimum benefit is derived from the process. No COP or refitment charge will be accepted as a consequence of the regrooving process. All tyres should be 'de-stoned' prior to the regrooving operation. ALL tyres shall only be regrooved exactly in accordance with respective tyre manufacturer specifications. Any tyre carcass structure that is exposed as a consequence of the regrooving process shall not be refitted to any vehicle; the tyre should be submitted to Vaculug as a damaged casing in the normal manner and will attract no financial penalty. Should a tyre be refitted to a vehicle where the regrooving process has exposed the carcass structure and therefore contravened current legislation, then an escalation and investigation process will be undertaken immediately with the offending tyre Service Provider receiving either a final warning or removal as a Service Provider.
25. **TPMS:** If the vehicle is fitted with a tyre pressure monitoring system care must be taken to ensure these are not damaged during the tyre removal/refitment process. If the sensor is lost or damaged during the removal/refitting process, this must be reported immediately. If this damage or loss was due to negligence the Service Provider or Technician involved may be recharged.
26. **Correct Tyre Selection and Fitment:** Load and speed ratings must be checked against the vehicle plated certificate before tyres are refitted to the vehicle. Matching the load and speed rating to the tyre being removed isn't a guarantee that this is the correct specification for the vehicle. This information should be requested by the call handler when the Customer calls for a tyre replacement either direct to the Service Provider or via the call centre. If the vehicle is locked or no driver is in attendance, a note must be reported on the jobsheet stating the load and speed rating couldn't be verified.



## 9. Inflation Processes

All Technicians must follow safe procedures with regard inflation; this applies to all commercial tyres excluding car/van and small agricultural and implement.

1. In all cases inflate loose assemblies up to a maximum of 15psi (1 BAR) to ensure that the tyre is correctly seated, if the valve core is not already fitted it must be fitted at this point.
2. Where a fixed Tyre Safety Cage is available it should be used. Multi-piece wheels such as fitted to forklift trucks, etc. must always be inflated using either a fixed or portable safety cage. Loose wheels not in a cage must be restrained during inflation, by means of an approved device fixed to a substantial object.
3. Tubeless tyres can be inflated safely with the wheel attached to the vehicle. Where the vehicle is used, fit the wheel back onto the vehicle hub. Initially tighten wheel nuts (re-torque process to be completed after full inflation).
4. Use an attended, approved calibrated inflation gauge, or attended automated inflation system, with a minimum of (3 metres) of hose between the clip-on chuck and the pressure gauge or control unit.
5. Create a 'Safe Working Area' and cordon off the area as a no-go area. During the inflation process you must monitor this area and make sure that nobody enters the area.
6. Standing to the side, within the Safe Working Area, the full length of the airline away (minimum 3 metres) and at an approximate angle of 45 degrees to the wheel, inflate to 25psi (1.7 BAR) and then inspect the assembly for any lumps or rippling.
7. Inflate to the recommended pressure, standing to the side, within the Safe Working Area, the full length of the airline away (minimum 3 metres) and at an approximate angle of 45 degrees to the wheel following approved Inflation Procedures.




## 10. Wheel Security Process

The following process has been set out to give a mandatory process that will encompass all activities incorporating wheel removals from commercial vehicles active within Vaculug VMS contracts via all nominated Tyre Service Providers.

1. Vehicle manufactures wheel security specifications will apply in all instances in respect of tightening sequence, clamping force and re-torque procedure, unless the specific vehicle operator publishes a definitive controlled policy document that will take precedence.
2. Where a defined Customer Policy is adopted this must be agreed with Vaculug as being equal to or above the standards of Manufacturer's Specifications, in this event and for reference purposes a full copy the Customers Wheel Security Document will be added to the Work Procedure. As a minimum, the standard 30 Min or manufacturer's specification and process will be utilised on all commercial vehicles.
3. Where faulty components are identified, the Technician will stop work and advise the Customer/driver of the issue, where there is no Customer or driver present, the Technician will make all reasonable efforts to advise the Customer, where no contact or Customer can be alerted, the vehicle will be de-mobilised and marked as such. The work will re-commence after the identified components, have been either replaced or an engineer has deemed them safe to re-use. The replaced parts must be stored at the Service Provider's or Customer's site for any examination purposes for a period of 7 days.
4. A Vaculug torque tag or an approved fully auditable tag must be completed and issued for all wheel removals. The torque tag number must be recorded on either the electronic device or paper worksheet; the detachable portion of the tag must be affixed to any paper worksheet.
5. Technicians can use the Vaculug V-Torque app to determine the correct clamping force required for any vehicle they are working on.
6. All clamping forces must be recorded in Nm and where clamping force data indicates a variable parameter, the clamping force shall be set and recorded at the uppermost force.
7. Any wheel security devices removed during the fitting process such as: Indicators, Ric-Clips, safety rings, etc., will be refitted to the vehicle before being released back to the Customer/driver.
8. The torque tag must be either given to the driver, affixed to the steering wheel or offside mirror arm, or offside door handle of all powered vehicles or rigs, and to the trailer coupling connection on detached trailers; this is to alert the driver of the wheel removal positions. Photos of the torque tag must be included as part of the job sheet.
9. Fully completed electronic work sheets must be digitally signed, and e-mailed to Vaculug, paper copies must either be issued to the driver, or be taken to the transport office for signature, all showing the recipient's name and signature where possible.
10. Where the 30-minute standing time re-torque is applied, the timings of the actions must be recorded on to the work sheet and torque tag accordingly.
11. If the driver will not wait for the 30-minute re-torque, or the vehicle should have a mileage re-torque, the worksheet and torque tag must reflect what works have been completed and how the vehicle was left. It will then be the Customer or drivers' responsibility to manage the mileage re-torque.
12. In situations where the wheel is not removed from the vehicle whilst tyre work is carried out, the work sheet should be marked appropriately by either ticking the relevant 'tick box' or by recording 'Wheel Not Removed' on the work sheet. A torque tag must be completed and recorded as WNR (or no work required completed) and left with vehicle if driver not present. This will ensure the next driver can see the vehicle defect has been checked/rectified and vehicle is safe to drive.

Example of the Vaculug Torque Tag



Vaculug House, Grantham, Lincolnshire, NG31 8HE  
Tel: 01476 593095 sales@vaculug.com www.vaculug.com

**WARNING:  
RE-TORQUE  
RECORD TAG**

To help prevent wheel loss, wheel nuts must be torqued immediately after fitting a wheel, and then re-torqued according to manufacturers instructions.  
Some Commercial Vehicles MUST be re-torqued after 50-100 kms (30-60 miles) have been travelled.  
All other commercial vehicle re-torques must be done after either 30 minutes standing time  
or  
40-60 kms (25-30 miles) have been travelled (BS AU 30-3.7b:2017).

VEHICLE REG No./TRAILER I.D. No. \_\_\_\_\_

**1 FITTING TORQUE:**

WHEEL NUTS TORQUED TO: \_\_\_\_\_ Nm

VEHICLE MILEAGE: \_\_\_\_\_

TIME: \_\_\_\_\_

DATE: \_\_\_\_\_

FITTING TORQUE COMPLETED BY: \_\_\_\_\_

Print name \_\_\_\_\_

Signature \_\_\_\_\_

**2 RE-TORQUE:**

Whoever undertakes the re-torque must complete this section.

WHEEL NUTS TORQUED TO: \_\_\_\_\_ Nm

VEHICLE MILEAGE: \_\_\_\_\_

TIME: \_\_\_\_\_

DATE: \_\_\_\_\_

RE-TORQUE COMPLETED BY: \_\_\_\_\_

Print name \_\_\_\_\_

Signature \_\_\_\_\_

**3 ADDITIONAL RE-TORQUE:**

Certain vehicle manufacturers may require this additional re-torque.

WHEEL NUTS TORQUED TO: \_\_\_\_\_ Nm

VEHICLE MILEAGE: \_\_\_\_\_


TIME: \_\_\_\_\_

DATE: \_\_\_\_\_

ADDITIONAL RE-TORQUE COMPLETED BY: \_\_\_\_\_

Print name \_\_\_\_\_

Signature \_\_\_\_\_


**WARNING:  
WHEEL CHANGE  
SAFETY NOTICE**

**Wheel Removal Details:**

The wheel positions indicated below have been worked upon.

	Nearside	Offside
STEERING AXLES	<div style="border: 1px solid black; width: 30px; height: 30px;"></div>	<div style="border: 1px solid black; width: 30px; height: 30px;"></div>
DRIVING AXLES	<div style="border: 1px solid black; width: 30px; height: 30px;"></div>	<div style="border: 1px solid black; width: 30px; height: 30px;"></div>
TRAILER AXLES	<div style="border: 1px solid black; width: 30px; height: 30px;"></div>	<div style="border: 1px solid black; width: 30px; height: 30px;"></div>

**DRIVER:**

If this tag is handed to you, or you find this tag on your vehicle and, the re-torque section (section 2) overleaf is blank then, IT IS YOUR RESPONSIBILITY to ensure the wheel nuts are re-torqued in accordance with manufacturers instructions. If notes are given then follow the guidelines overleaf. ALSO Check your Vehicle Handbook to ascertain whether the additional re-torque section (section 3) also requires completion.

RE-TORQUE SERIAL No. **VAC 021852**

VEHICLE REG No./  
TRAILER I.D. No. \_\_\_\_\_

RE-TORQUE SERIAL No. **VAC 021852**

REMOVE THIS STICKER AND AFFIX TO BS3103 SHEET

RE-TORQUE SERIAL No. **VAC 021852**

Drivers Signature \_\_\_\_\_

PEEL HERE

## 11. Job Sheet and Work Authorisation Process

To enable worksheets to go through the Vaculug authorisation process without query or hold up, worksheets must have all detail correctly recorded.

Worksheets submitted must have the following recorded to smoothly pass through the Vaculug Authorisation Procedure.

- Vehicle Operating Location Address & Tel Number.
- Vaculug Tyre Rescue Job Number, if originating from Vaculug Rescue.
- Customer start-up number, Defect Number or Customer order number where applicable.
- Vehicle Make / Model.
- Vehicle Reg Number, Serial Number or Fleet Number of the vehicle that had the tyre works.
- Vehicle odometer reading where accessible.
- Location of work.
- Tyre Position.
- Tyre brand, pattern and size.
- Full Tyre serial numbers on and off, including for COP's and Major Repairs.
- Reasons for removal must be stated: Low Tread, Repair, Irregular Wear, Run Flat, Warranty, Sidewall Damage, Sidewall Kerbing, Alignment Issue, Re-groove, Blow Out, Customer Request, MOT Prep, Cut to Cords, Other.
- Remaining tread depths at lowest point.
- Casing disposal destination if not back to the attending Service Provider.
- Time on and off the job.
- The relevant torque in Nm applied to secure the wheel.
- Any relevant photos where applicable to support the work in question (can be part of the authorisation requirements) particularly the damage that resulted in the tyre replacement.
- Photos of any damage to the vehicle caused by the tyre as a reason for removal. (if there is damage to the vehicle, the tyre must be returned under warrantee to Vaculug) Follow Vaculug Warrantee Procedures.
- A full tread depth check of the vehicle being worked upon (unless for safety reasons), i.e. roadside.
- The torque tag serial number as evidence that a Vaculug or approved torque tag has been issued to the driver/authorised agent or affixed to the vehicle (mandatory for all tyre fitments to truck and van even where the wheel is not removed (a torque tag must be completed and recorded as WNR).
- The attending Technician and recipients' signatures and printed name.
- Technician notes, irregularities or explanation of incidents, or additional information that will be required to process the work through to authorisation and payment.

NB: Where road wheels are fitted to vehicles on rapid response, please retain removed wheel for 14 days.

### Worksheet and Invoice Instruction

- Prior to invoicing the Service Provider must obtain a Vaculug Authorisation Number ('V' Number). This can be obtained by calling the Team on 01476 513827 or electronically sending the worksheet to Vaculug Authorisations to gain an authorisation number. These are system generated numbers prefixed with a 'V'.
- No invoices shall be cleared for processing which do not have an authorisation 'V' number issued.
- All worksheets, with the exception of roadside breakdowns or for safety reasons, shall contain a record of the remaining tread depths of all the wheel positions of the vehicle being worked upon. This detail shall be requested by the Vaculug team member at the start of the authorisation process.
- The worksheet must also contain: Date of Work, Vaculug Customer Name, Vehicle or Trailer Numbers, Location, Wheel Position/s, Tyres Sizes, Tyre Makes Supplied, All Services Supplied, Tyre Makes Removed, Full Serial Numbers On and Off, Removal Reasons, Remaining Tread Depths of Removed Tyres, Destination of Removed Tyres, Start and Finish Time, Wheel Nut Torque Setting in Nm, Torque Tag Serial Number, Technicians Name, Recipients Name.
- Specific contracts may require further information such as start up or Customer order numbers. Vaculug will make you aware of all such contracts on an individual basis.
- Non policy products and services may lead to a specific authorisation being suspended whilst the circumstances are investigated. Therefore, adherence to tyre and service policy is key, to ensuring a smooth flow through the authorisation process.
- All worksheets must be processed and submitted within 24 hours of completion to ensure a continual flow is achieved, late submissions will create delays in authorisation and may lead to ultimate refusal. Any jobsheet received after this time may be rejected.
- Once the complete detail from the worksheet has been recorded on to the VMS system the Vaculug team member shall give a pre-VAT value to the job followed by the authorising 'V' number. This number will only apply to the specific worksheet. There will be no exceptions where more than one worksheet can be covered by one authorising 'V' number.
- Once the authorising 'V' number has been issued the invoicing process can begin. All invoices must contain the issued 'V' number and must total the exact pre VAT value as given at the point of authorisation. Invoices not complying with either of these points will be rejected.



## 12. VMS Casing Disposals / Part Worn Tyre Management

The following has been set out to explain a mandatory process, which will encompass all activities incorporating removed Casing and Casing Disposal Procedures.

### **Tyre Removal Information**

All tyres removed from Vaculug Contracts must be fully identified on the worksheet or electronic device to include: Wheel Position, Tyre Size, Make, Full Serial Number, Pattern, Load Index, Speed Rating, Ply, New/Remould, Regrooved Yes/No, Remaining Tread Depth and Removal Reason/Code.

All tyres removed must have a casing destination recorded on the worksheet.

### **Truck Casing Inspection Process / Information**

All casings returned to the Service Provider are the property of Vaculug and/or their Customers and must be examined by an experienced person, to ascertain whether they are fit for future use within the Vaculug Contract that they were removed from, or others if relevant to the Service Provider.

Vaculug's normal removal tread depth is between 3mm and 2mm, regrooved casings are expected on contracts that specify regroove and/or are suitable vehicles that blend to a regroove policy. Regrooves should be actioned at the vehicle, prior to the tyre being replaced.

Truck Casings removed that are 7mm or more that can be repaired, must either be repaired or be sent for major specialist repair and then be reintroduced back into the fleet. If in doubt the repairer will adjudicate on behalf of the Service Provider as to whether the tyre can be repaired. In essence, removed truck tyres should either be in the process of repair, be in the part worn tyre stock or returned to Vaculug, irrespective of condition.

Casings that can't be reutilised on Vaculug fleets or are at policy change limits, must be logged on the relevant paperwork and returned to Vaculug. To keep our deliveries and collections relatively on schedule and to avoid disappointment, please have these ready logged in batches for collection by our vehicles.

### **Other Tyre Scrap**

All other tyres removed from Vaculug contracts, unless specified to the contrary, must be disposed of following the Service Providers waste tyre policies.

### **Part Worn Tyre Log for Vaculug Contracts**

These tyres either belong to Vaculug or are Vaculug Customer's property, we all must be able to account for their whereabouts and/or have information to hand to advise what became of them. Wherever possible an asset register must be provided or accessible upon request.

The part worn tyre log forms part of the Vaculug Service Provider tyre audit process. Tyres returned from repair suitable for further use and COP tyres removed due to miss match etc. must all be recorded on a part worn tyre register, stating: date, worksheet number, Vaculug Customer, and tyre Information, alongside a log of where they are refitted back onto the fleet stating: date, worksheet, customer.

If you require a part worn tyre log format, please contact your local Vaculug Operations Manager.

- Major Repairs that have had structural damage repaired to the casing, cannot in any circumstances be re-fitted to the front steering axle, on some fleets they can refitted to the second steer and rear steer, the relevant Work Procedure will give more information as the where these can be re-fitted.
- Minor repairs and non-structural repaired tyres, can be re-fitted to any axle position.

Suitable part worn tyres must be utilised as a priority, before fitting any new or retread products.

### **Tyres Returned to Vaculug other than for Casing**

Where local repairers can't be found, Vaculug will repair truck tyres and heavy plant tyres for Vaculug Customers and Service Providers. These can't be returned on the same paperwork as casings being returned for remould. Tyres for repair must be advised to our tyre order line, noting if the repaired tyres will be returned to them or go into Vaculug's part worn stock. The controller will then arrange collection, raise the collection form, which will be emailed to the Service Provider. The details of the tyres to be repaired must be recorded on this paperwork and not on the casing returns note. Printed identification labels for these tyres will be provided by our collection driver and must be fixed to the tyres upon collection.

### 13. Claims Process

Our claim handling process, including faulty new goods or any tyre that has caused vehicle damage, where a potential compensation claim is evident, is designed to improve claim investigation and reporting procedures to ensure a prompt response to Customers.

1. Customer to call our casing registration team on 01476 513804 with following details:
  - a) Service Providers name and address
  - b) User name and address
  - c) Tyre brand, pattern, size and serial number
  - d) Reason for failure
  - e) Your reference
2. During the call we will issue a unique claims reference number for your records (e.g. IC123456)
3. We will arrange collection, raise the collection form and print identification labels for the tyre(s).
4. The driver will arrive on your normal delivery / collection day with the form and labels:
  - The driver will specifically ask for the claim tyres and attach the appropriate labels.
  - The driver will leave you a copy of the claim form as proof of collection.
  - Only when the driver has these documents will they collect any tyres for claims.
  - We will not accept liability for lost tyres which have been returned outside of this procedure.
5. We will assess the tyres and notify you in writing of our decision.



## 14. Off-Road Plant Services

The following has been drawn up to set a mandatory process, which will encompass all activities incorporating wheel removal and tyre repair, for off road and plant vehicles active within Vaculug VMS Contracts, via all nominated Service Providers.

### Vehicle Working Areas

Vehicles must be placed in a safe working environment on hard standing, sufficient to allow safe jacking, secondary supports and where necessary specialist lifting equipment to be used. Where required a safe working environment must be created using cones and barriers etc.

### Vehicle Jacking and Secondary Support

Vehicles must have park brakes applied, wheel chocks placed and any articulated locking device activated before any work commences.

Suitable jacks or lifting equipment must be employed, and secondary supports placed to support the vehicle, all jacks, devices and supports must be capable of lifting or supporting the vehicle.

**Do not attempt to jack vehicles up on soft, uneven or suspicious ground. In these circumstances the vehicle will need to be moved to a suitable area. Also for safety reasons; do not attempt to inflate a flat tyre to assist any vehicle move.**

### Heavy Wheels & Tyres

Where wheels and tyres are deemed to be heavy and require a lifting device, this must be used in conjunction with its safe operating procedures and maximum lifting weights, using tyre grabs, fork lift trucks, cradles, lifting chains, or webbing etc., rated for the weights involved.

Specialised lifting devices can only be used and operated by approved trained operatives.

### Tyre Repairs

Whilst there is no formal standard for off road vehicles, all tyre repairs must be completed to an equivalent of the British Standard for Tyre Repairs.

Tyres must be removed from the wheel and damage must be repaired using Industry Standards and Processes.

**No temporary repairs are to be undertaken, if the tyre isn't fit for purpose i.e. repairable. It must be replaced or sent for specialist repair.**

On no account must repairs be facilitated from the outside of the tyre, using such methods as string or mushroom plugs. Tyres after examination found with existing temporary repairs, must either be repaired to the correct standard, replaced or be sent for specialist repair.

### Tyre Inflation

All tyres, if off the vehicle, must be seated on the wheel using Industry Standards and then be re-fitted to vehicle, where it must be inflated to its operating pressure. Technicians must stand away from the wheel outside the no go area, using gauges with airlines of sufficient length (minimum 6 metres) between the air chuck and valve. No tyre must be left unattended whilst being inflated, the Technician must either be in control of a handheld gauge or be present if an automated system is used.

### Plant Wheel Security

All vehicles have specifications and recommendations with regard to the fitting and tightening sequences and torque that must be applied to the wheel nuts.

Wheels must be fitted in line with the manufacturer's recommendations and where necessary be re-torqued/checked after a time period or distance driven i.e., around the yard a minimum of 200 meters to ensure all parts are seated and tight.

Issue a Vaculug torque tag as for any other Vaculug Job. Record final torque settings on the work sheet and torque tag.

### Paperwork and Administration

Plant is often more difficult to identify, it can be recognised by Registration Number, Fleet Number, local ID Number etc. The serial number on the manufacturers' plate is unique. Wherever possible machine operating hours need to be recorded.

**In all cases ensure that the full serial number is recorded on the worksheet, along with any other ID's.**

All other paperwork is the same as for any other job carried out for Vaculug.