

Logbook

***With Maske you are
always mobile.***

Instructions for the use of Maske vehicles.



Your partner for mobility & service

MASKE 

Dear customer,

your satisfaction is our highest priority. For over 50 years we have made it our task to keep you on the road to success with our unique long-term vehicle rentals.

The Maske name stands for professional service. I can guarantee this personally. If something should not be how you want it, simply write or telephone – my service team and I will immediately set about finding a solution.

Best wishes,



Michael Busch and
the der Maske Fleet GmbH team.



Contact

Tel.: +49 4286 7703 0

Mail: info@maske.de

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Exemplary transportation.

The transporters & vans by Mercedes-Benz. To move forward with your business, you need vehicles you can rely on. With the highest quality standards, robust workmanship and a widespread service network, Mercedes-Benz transporters and vans ensure that you will reach all of your goals. Come what may.

Mercedes-Benz

Vans. Born to run.



Provider: Daimler AG, Mercedesstraße 137, 70327 Stuttgart

Partner on site: Daimler AG, represented by Mercedes-Benz Vertrieb NFZ GmbH, Hamburg subsidiary

Center Bahrenfeld: Bornkampsweg 146 · 22761 Hamburg · Tel.: 040/6941-7755

Email: transoorter-hamburg@daimler.com · www.mercedes-benz-hamburg-luebeck.de

Your partner for mobility & service

Maske MietCenter locations



1 Bockel

2 Hamburg

3 Berlin

4 Hanover

5 Dortmund

6 Leipzig

7 Cologne

8 Rüsselsheim

9 Nuremberg

10 Stuttgart

11 Munich

A Vienna

The addresses can be found on the subsequent pages

Maske MietCenter locations

1 Maske Fleet GmbH Headquarters

An der Autobahn 12-16
27404 Gyhum / Bockel

Tel.: +49 4286 7703 0
Fax: +49 4286 7703 310
Mail: info@maske.de

2 Maske MietCenter Hamburg

Penzweg 6
21079 Hamburg

Tel.: +49 40 7679 483 0
Fax: +49 40 7679 483 29
Mail: hamburg@maske.de

3 Maske MietCenter Berlin

Osdorfer Ring 17
14979 Großbeeren

Tel.: +49 30 516 958 9 00
Fax: +49 30 516 958 9 29
Mail: berlin@maske.de

4 Maske MietCenter Hanover

Neuer Landweg 1 A
30827 Garbsen / Berenbostel

Tel.: +49 5131 433 01 01
Fax: +49 5131 433 01 19
Mail: hannover@maske.de

5 Maske MietCenter Dortmund

Alter Hellweg 106
44379 Dortmund

Tel.: +49 231 177 2873 1
Fax: +49 231 177 2873 9
Mail: dortmund@maske.de

6 Maske MietCenter Leipzig

Blumenstraße 9
06184 Kabelsketal / OT Schwoitsch

Tel.: +49 34605 35 00 20
Fax: +49 34605 35 00 39
Mail: leipzig@maske.de

7 Maske MietCenter Cologne

Bonnstraße 15
50226 Frechen / Köln

Tel.: +49 2234 991 55 0
Fax: +4 2234 991 55 20
Mail: koeln@maske.de

8 Maske MietCenter Rüsselsheim

Alzeyer Straße 1
65428 Rüsselsheim

Tel.: +49 6142 797 38 57
Fax: +49 6142 797 38 58
Mail: ruesselsheim@maske.de

9 Maske MietCenter Nuremberg

Werkstraße 13
90518 Altdorf /Nuremberg

Tel.: +49 918 79 56 91 00
Fax: +49 918 79 56 91 19
Mail: nuernberg@maske.de

10 Maske MietCenter Stuttgart

Neuwiesenstraße 18
73240 Wendlingen

Tel.: +49 7024 99990 40
Fax: +49 7024 99990 49
Mail: stuttgart@maske.de

11 Maske MietCenter Munich

Dirnismaning 34
85748 Garching

Tel.: +49 89 414 17 21 30
Fax: +49 89 414 17 21 40
Mail: muenchen@maske.de

A Maske Langzeit- Vermietung GmbH

Perfektastraße 73
1230 Vienna

Tel.: +43 1 86 90 001 13
Fax: +43 1 86 90 001 20
Mail: info@maske.at

Maske MietCenter locations

Rental, vehicle collection, exchange and return

You can rent, collect, exchange or return your desired vehicle at the end of the rental period comfortably and unbureaucratically at a MMC.

Maintenance and repair services

The MMCs are certified agency workshops. Whether it's for maintenance or repair – our employees will help immediately.

Replacement vehicles for maintenance and repair

If the vehicle has to be held in the workshop for a longer period, the MMCs can provide you a replacement vehicle that you will be able to use during this period.

Pick-up and delivery service

We offer a pick-up and delivery service within a radius of 40 kilometres of the MMC.

Tyre replacement and storage

Use the MMCs as your tyre partner – fast, competent service is guaranteed.

Installations and conversions to the vehicle and vehicle stickers

Whether it's fitted shelving or retrofitting a towing hook – we will do what you want. Commercial advertising stickers are also applied in the MMCs.

Free UVV testing

Commercial vehicles have to be tested yearly by an expert to check that they are safe to operate (Vehicle Accident Prevention Regulations, § 57 BG regulations UVV as per VBG).

General/exhaust inspections

General inspections and exhaust inspections are scheduled by the MMCs and carried out by recognised testing stations (TÜV, Dekra etc.)

Help in case of accidents and damage

In case of an accident or damage to the vehicle, the MMCs are available for damage recording and assessment. A replacement vehicle can also be provided

Service hotline

Maintenance and wear

In case of vehicle faults, maintenance needs and tyre changes, please drive to a Maske MietCenter (MMC) or a Maske Service Partner (MSP). You can get addresses and contact data from our service hotline (04286 7703 466 or 0800 3456789).

Maintenance and servicing intervals

For maintenance services and vehicle faults, find out via the hotline where the nearest Maske MietCenter or Maske Service Partner is located.

Maintenance services are manufacturer-required servicing intervals that are considered necessary by them for the technical maintenance of the vehicle. This service does not include the repair of insured or accidental damage (see "damage management").

The prescribed service intervals must be maintained. If the prescribed intervals are not maintained, warranty and goodwill claims can be voided

Wear repair

Wear repairs are all those necessary repairs whose cause is normal use and technical wear. Visit your nearest Maske MietCenter for wear repairs.

Important!

The level of motor oil and coolant must be checked regularly and the fluids refilled as necessary! In doing so, take note of manufacturer requirements (see operating manual – service handbook). Make sure any defects are eliminated during the warranty period at a Maske MietCenter or manufacturer's authorised workshop.

Replacement vehicle service

Please take note here of the scope of the services contractually defined with your business! You are able to request a replacement vehicle depending on the contractual agreement you have signed. In any case, the use of a replacement vehicle must in general be coordinated via the service hotline!

Important information!

Please have maintenance, repair and tyre changes carried out only in Maske Fleet GmbH workshops. You can get addresses and contact data from our service hotline and on pages 6 and 7.



Service hotline

Tel.: +49 4286 7703 466

Fax: +49 4286 7703 460

Mail: service@maske.de

Breakdown and lost key service

The emergency hotline offers you a breakdown service 24 hours a day, 365 days a year.

So that our service employees can answer your request as quickly as possible, please have the type of vehicle, where you are and the registration number readily available.



**Maske
emergency hotline
Tel.: 0800 1102 233**

Glass damage

Attention: Glass breakage is an insured damage!

For this reason, you must fill out the damage report and contact the Maske damages department.



**Maske
damage hotline
Tel.: +49 4286 7703 444**

Important contact numbers



24h hotline

Tel.: 0800 1102 233



Customer advice

Information, contractual matters and orders

Tel.: +49 4286 7703 333

Fax: +49 4286 7703 360

Mail: info@maske.de



Damages department

Reporting damage and accidents.

Tel.: +49 4286 7703 444

Fax: +49 4286 7703 440

Mail: schaden@maske.de



Technical service

Reporting maintenance needs and wear repair, repair acceptance and procurement, tyre service.

Tel.: +49 4286 7703 466

Fax: +49 4286 7703 460

Mail: service@maske.de

Tyre service

The Maske tyre service includes wear-related tyre changes when the legal limit of thickness is reached and covers the cost of tyre changing. Optional tyre storage complements the tyre service and allows you to store tyres not yet needed.

Please have tyre services carried out only in a Maske MietCenter or at a Maske Service Partner. Please take note here of the scope of the contractually agreed services!

You can receive the address of a station in your direct vicinity via the Maske tyre headquarters.

Further information on the tyre service at the



Tyre hotline

Tel.: +49 4286 7703 466

Fax: +49 4286 7703 460

Mail: service@maske.de



Your partner for mobility & service

AUTO-LANGZEITMIETE



MASKE® 

Damage management

Here are some basic instructions if you are involved in an accident:

- ✓ Secure the site of the accident.
- ✓ Help the injured.
- ✓ Do not make any spoken or written admissions of guilt.
- ✓ Note the vehicle number plate, name and address of those involved in the accident and witnesses.
- ✓ Our specialists will determine further activities with you and initiate the necessary measures.
- ✓ Fill in the damage report found in the vehicle truthfully and send it straight to Maske.
- ✓ Repairs must be agreed on with the damage department before the appointment!



***In case of accidents, please immediately inform
the police emergency number: **Tel.: 110**
and Maske: **Tel.: + 49 4286 7703 444*****

Notes on vehicle use

You are driving a vehicle equipped with the comprehensive Maske Service. We look after everything relating to this vehicle that has been contractually agreed on. Please take note of which service components have been agreed on!

When using the vehicle, please take note of the following:

- ✓ Maske is legally required to collect the name and licence data of the vehicle user (driver) before driving commences.
- ✓ Before driving commences, the driver must make sure that they are in possession of valid vehicle documents (driving licence, vehicle approval).
- ✓ Maske accepts no liability for damages caused by unauthorised transfer of the vehicle.
- ✓ Before driving commences, the oil level and tyre pressure must be measured. In addition, all manufacturer requirements as per the operating manual must be taken account of.
- ✓ Drivers under the influence of alcohol or drugs are liable for all damage caused.
- ✓ Oil and other lubricants are the responsibility of the lessee, as are all liquids, including AdBlue, outside of inspection.

- ✓ The driver is liable for lost accessories, vehicle papers and keys.
- ✓ Vehicle faults must be reported immediately to Maske's technical service.
- ✓ Workshops may only be visited with express permission from Maske. This also applies to tyre shops. Approval will be given when a registered order number is sent to the workshop by Maske. In principle, Maske MietCenters or Maske Service Partners should be visited.
- ✓ If the vehicle is parked in freezing conditions for more than two days, it must be started daily.
- ✓ To avoid parking damage, the vehicle must be operated at least every one or two days.
- ✓ It is forbidden to transport reserve fuel tanks in the vehicle. There is a high risk of fire and danger from leaking gases!
- ✓ Participation in vehicle safety training and motorsports events in this vehicle is not allowed.

MASKE 

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