



Seamless Mobility, Limitless Possibilities

DRIVER ASSISTANCE GUIDE

Driver's Manual · 2026

Your renting coverage, described step by step.
Everything you need to use your vehicle and act in any situation.

COMMITTED TO THE ENVIRONMENT

Sustainable mobility · Eco-friendly fleet · Reduced carbon footprint

Maintenance · 24h Assistance · Tires · Accidents

Fuel · Fines · Electric Vehicle · Replacement



+34 910 554 210

info@intelirent.es · www.intelirent.es



WELCOME TO INTELIRENT

At IntelliRent we officially welcome you as the driver of one of our vehicles. This driver's manual is designed to make it easier for you to handle any procedure or incident that may arise during your renting period with us. During which we offer you **security, trust and personalised attention**.

If you have contracted our renting services with us, we offer you: **Maintenance and repairs, tire changes, 24-hour roadside assistance, accident damage coverage, fleet management, replacement vehicle, telematic management and fuel service**, among others.

Below, we would like to detail all the services, as well as the procedure to follow should you need any service.

We want to provide you with all contact phone numbers and email addresses for any questions or emergencies. At all times, an operator will be at your disposal to attend to your needs.

YOUR PROFESSIONAL MOBILITY SOLUTION

Thank you for trusting IntelliRent,



Fructuoso González
CEO

Welcome to InteliRent

We are glad you are part of the InteliRent family. As the driver of one of our vehicles, we want to be with you every mile of the way, making things easier for you throughout the entire duration of your renting contract.

This manual is designed to help you resolve any questions or unexpected situations in a clear and quick manner. At InteliRent, we are committed to providing you with a quality service that is close and reliable, because we know how important it is that your mobility is always guaranteed.

ENVIRONMENTAL COMMITMENT

At InteliRent we believe that efficient mobility and environmental responsibility go hand in hand. Our fleet prioritizes low-emission vehicles and we offer electric solutions to help you reduce your carbon footprint

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Key numbers in case of breakdown or accident

Save these contacts in your phone. In the event of any incident, have your vehicle information (license plate number), your location and your contact details handy.

Roadside assistance

+34 934 165 040

Maintenance and Repairs

+34 910 554 210

Tires / Windshields

+34 912 586 034

Claims Management

+34 912 586 034



In the event of an accident with injured persons, **call 112 immediately** and notify Intelirent of the situation right away.



General Email: info@intelirent.es

Our services

Below you will find all the details of the services included in your renting contract, as well as the process to follow if you need to use any of them. We will be happy to assist you at all times with your mobility needs.

☐ Maintenance and Repairs	Periodic inspections, mechanical and electrical breakdowns, replacement of worn components and vehicle inspection (ITV).
☐ Tires and Windshields	Tire changes due to wear, puncture repair, windshield repair and replacement.
☐ 24h Roadside Assistance	Tow truck service, driver and passenger assistance, medical and legal management.
☐ Accident damage coverage	Comprehensive accident management, partner repair shop and vehicle pick-up and delivery service.
☐ Replacement Vehicle	Reservation of an alternative vehicle according to the conditions agreed upon in your contract.
☐ Fuel Management	SOLRED/CEPSA/GASIB/ card for refueling across the entire national CAMPSA – Repsol – Petronor – Cepsa network.
☐ Fine Management	Processing of fines, driver identification and appeals management.
☐ Electric vehicle	Management of in-house and external charging point installation.



1

MAINTENANCE AND REPAIRS AT THE INTELIRENT WORKSHOP NETWORK

What does the service include?

- Manufacturer-recommended periodic inspections.
- Mechanical and electrical breakdown repairs.
- Replacement of components worn through normal use.
- Preparation and management of the vehicle inspection (ITV), when applicable.

Where to take the vehicle?

All inspections are carried out at the InteliRent authorized workshop network, which meets the established quality standards. If any warning light comes on, you can go directly to your usual authorized dealership.

If you are not familiar with the authorized dealerships and workshops in your area, contact us providing the vehicle's license plate number, phone number and zip code and we will direct you to the nearest workshop.

Driver Responsibilities

- Carry out inspections within the deadlines and mileage intervals established by the manufacturer.
- Check the control points and tire pressure according to the manufacturer's manual.
- Keep the vehicle in proper clean condition to prevent breakdowns.

ENVIRONMENTAL COMMITMENT

Preventive maintenance and efficient driving are the best ways to reduce the environmental impact of your vehicle. Maintaining correct tire pressure can reduce fuel consumption by up to 3%

Do you have any questions?

Call us: +34 910 554 210 info@intelirent.es



2 TIRE AND WINDSHIELD REPLACEMENT

Tire change

The **tire change** service includes replacement due to wear and puncture repair. Tires typically wear out approximately every 40,000 km, although this varies depending on the vehicle type and driving style.

Regulations state that the minimum tread depth is **1.6 mm**. When your tires are approaching this limit, go to the tire center before reaching it. The replacement will be carried out at the **InteliRent workshop network**.

Windshield repair and replacement

- No prior authorization is needed to repair or replace windshields.
- You can go to any location in Spain.
- Schedule an appointment by calling +34 912 586 034 and they will offer you an immediate date.
- Please note that technical services are not included in this section. If the window does not go down, it is considered a breakdown.

ENVIRONMENTAL COMMITMENT

Tire condition is essential for safety and energy efficiency. Properly inflated tires reduce CO emissions and fuel consumption, while also extending their lifespan.

Do you have any questions?

Call us: **+34 910 554 210** info@intelirent.es

¿REPARAR O SUSTITUIR
TUS LUNAS?

Infórmate >>



3

24-HOUR ROADSIDE ASSISTANCE

n the event of a **breakdown** or **accident**, InteliRent provides you with a roadside assistance service available 24 hours a day, 365 days a year, through our national and international expert partner.

What does the assistance include?

- Technical assistance for the vehicle (tow truck service).
- Personal assistance for you and all passengers.
- Medical and legal assistance management if needed.

The handling of the transported goods is excluded from this service.

24h Assistance +34 934 165 040	Additional Support +34 910 554 210	Medical Emergencies 112
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Do you have any questions?

Call us: **+34 934 165 040** · info@intelirent.es



24/7 Customer care and service

4 ACCIDENT DAMAGE COVERAGE

In the event of an accident, notify Intelirent **immediately**. We will direct you to the nearest partner workshop and, in addition, we offer you a vehicle pick-up and delivery service so you don't have to worry about a thing.

Information you must provide us

1	Exact location of the accident
2	Date and time
3	Driver’s details
4	Vehicle details
5	Descripción of accident
6	Witnesses
7	Completed accident report

Do you have any questions?

Call us: +34 934 165 040 · info@intelirent.es



5 REPLACEMENT VEHICLE

InteliRent provides a vehicle rental reservation service available according to the conditions agreed between your company and InteliRent.

If your company has contracted the replacement vehicle service, send an email to info@intelirent.es to request it. If your company has not contracted it, InteliRent offers you the possibility of processing it with prior authorization from your company.

Do you have any questions?

Call us: +34 910 554 210 · info@intelirent.es

6 FUEL SERVICE

The **fuel card** allows you to refuel at all national service stations in the network.

In event of **loss or theft** of the contact us immediately by sending an email to info@intelirent.es or calling +34 910 554 210 during business hours from 08:00 AM to 6:00 PM, Monday through Friday. We will proceed to cancel the card and process a replacement.

ENVIRONMENTAL COMMITMENT

Efficient driving can reduce your fuel consumption by up to 25%. Anticipate braking, maintain a constant speed and avoid sudden acceleration. Less consumption = fewer emissions = less impact on the planet.

Do you have any questions?

Call us: +34 934 165 040 · info@intelirent.es



7 FINE MANAGEMENT

InteliRent's service includes comprehensive **fine management** and **appeals processing**.

How does it work?

- The sanctioning authority notifies Intelirent and requests the driver's identification details.
- Once the driver has been identified, we contact the customer to indicate how to proceed.
- If you wish to appeal the fine, Intelirent offers you the possibility of managing it individually, advising you beforehand on the viability of the appeal.
- For any inquiries or appeals, contact us at info@intelirent.es.

Do you have any questions? Call us: +34 910 554 210 · info@intelirent.es



8 PRODUCT — ELECTRIC VEHICLE

ENVIRONMENTAL COMMITMENT

Electric Vehicle is the first all-inclusive renting product on the market. Intelirent has designed a product to offer you hassle-free electric mobility: vehicle, charging point installation, maintenance and insurance, all in a single monthly payment.

Join the green revolution

What does it include?

Latest generation electric vehicle

Charging point installation at your workplace and/or home.

Complete maintenance of the vehicle and charging point.

- Insurance included.
- All in a single monthly payment.

Charging rates and tools

Customization of charging needs, tailored to each customer and vehicle.

Electric vehicle charging on public roads

Special rates for chargers installed on public roads and enabled by local authorities.

Do you have any questions? Call us: +34 910 554 210 · info@intelirent.es



Personal data protection information

Purpose of Processing

InteliRent, in compliance with Regulation (EU) 2016/679 (GDPR) and Organic Law 3/2018 on Personal Data Protection, informs the driver that their data will be processed for the management, development, fulfillment and control of the contractual relationship, including the management of the leasing service, communications associated with the contract and contact directory.

Categories of data processed

Name, address, city of residence, email, phone number, leasing modality, vehicle type, model and service history, and operational contact details.

Transfer of data to third parties

Data may be shared with insurance companies, lawyers, dealerships and workshops, auditors, competent Traffic Administration authorities, and courts. Under no circumstances will transfers be made outside the European Union

GPS vehicle location

Some vehicles are equipped with a GPS device that may only be activated in the event of theft, breach of contract or non-payment, for the purpose of recovering possession of the vehicle.

Exercise of rights

The driver may exercise their rights of access, rectification, erasure, restriction, objection and portability by contacting InteliRent SL, C/ de la Reina de África 4, Bajo, 28018 Madrid, Spain, or at info@intelirent.es, attaching a copy of their ID.

Do you have any questions? Call us: +34 910 554 210 · info@intelirent.es



We are very close to you

At IntelRent we want to become the mobility partner of our customers, supporting them in the ecological transition through innovative renting and Fleet Management products for eco-friendly vehicles and industrial equipment.

 Main phone	+34 910 554 210
 General Email	info@intelirent.es
 Website	www.intelirent.es
 Headquarters	C/ de la Reina de África 4 – Bajo · 28018 Madrid · Spain



Join the green revolution

We are here to transform the way you manage your fleet, always with a focus on sustainability and innovation. Together we are building a cleaner mobility for future generations.





Sede Central:
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