



**CASTLE POINT MOTORS LTD**

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*Welcome  
to Castle Point Motors Ltd*

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MOTOR INDUSTRY  
CODE OF PRACTICE

Service and Repair



VOSA  
Authorised  
Testing Facility



RMI





## About us

### *The Community Garage*

Here at Castle Point Motors we have had a very productive 2012. This includes gaining many business accreditations, national awards as well as receiving many communications of personal thanks from grateful customers.

In late 2012 Unipart Automotive awarded Castle Point Motors the regional garage of the year award, and at the same time put us forward for the national prize!

Castle Point Motors also achieved a further three years ISO 9001 accreditation in 2012 with the comment of 'an excellent example of an ISO 9001 system' *Mike Swanson @ SGS*, showing Castle Point Motors commitment to improvement and growth within the industry.

Castle Point Motors also feel that it is important to support the local community, as such our charitable donations and support for 2012 have exceeded £6,500 and this is not taking in to account the countless charities we support with vehicle maintenance (Including the Phoenix Club). Supported charities include local schools, children's activities and clubs. In addition to this Castle Point Motors as in many previous years, have provided the vehicle for the 2012 Castle Point Rotary club Christmas sleigh collections through December.

Other organisations include The Salvation Army, local boxing clubs and youth football teams. We are also the Main Sponsor for Robert Drake Primary School.

Alan Foster (Managing Director & Proprietor) feels that by supporting local groups and activities we are giving the local children a brighter future with further prospects of personal and socioeconomic development rather than a childhood of limited activities and boredom, which in turn can cause children to take the wrong route in life.

***Every act of kindness and support improves life for people within our local community.***



## **Company Introduction from Alan Foster**

Established in 2006 we have built up an excellent local reputation and have been voted the largest independent garage in our local area.

Our experienced automotive technicians provide a professional service for all makes of vehicle in our garage and service station.

At Castle Point Motors Ltd, we service, maintain and repair the full range of road vehicles including HGVs, PLG and motor homes. We are also Castle Point's authorised Hackney Cab center and are the Castle Point district taxi service centre. Our fleet contracts also include Essex Highways, Southend on Sea Borough Council, Rayleigh Cold Store, Ringway Jacobs, RAC, Network Rail & Choice Discount just to name a few.

We believe you won't find a better quality of service or value for money anywhere else.

We really do hope to see you in our garage soon to gain the benefits not only in your pocket but the quality work carried out on your vehicles.

**Alan Foster**  
Director



## HGV, PSV & Commercial (LCV)

We have established a very competitive price within our market and found to be the most appealing on price, service & 'turn around' times in our local area.

### INSPECTIONS

We carry out 6, 8 and 12 weekly 'O' Licence Inspections, Pre MOT Inspections and are able to take all vehicles to our local out station for the annual MOT\* and smoke test, as we have fully approved HGV drivers.

Our 'O' Licence Inspections comply with all ministry requirements and we provide documentation of inspection to both customers and the ministry on demand

We also cater for LCV and carry out 10 & 12 weekly and 6 monthly Safety Check Inspections. MOT Fee's are listed below:

FEES & CLASSES	Fees not subject to VAT	Age first test	STD RATE	OUR PRICE
	<b>Class V</b> PSV (13-16 Passenger Seats)	1	£59.55	£30.00
	<b>Vehicles &amp; Ambulances</b> (More than 16 Passenger Seats – with 13 or more passenger seats)	1	£80.65	£80.65
	<b>Class VII</b> Goods Vehicles over 3000kg up to 3500kg DGW)	3	£58.60	£30.00
	<b>Large PSV</b> (up to 22 passengers)	1	£111.00	£111.00
	<b>Large PSV</b> (23 or more passengers)	1	£139.00	£139.00
	<b>Trailer - 1Axle</b>	1	£44.00	£44.00
	<b>Trailer – 2 Axle</b>	1	£59.00	£59.00
	<b>Trailer – 3 Axle +</b>	1	£71.00	£71.00
	<b>HGV – 2 Axle</b>	1	£98.00	£98.00
	<b>HGV – 3 Axle</b>	1	£123.00	£123.00
	<b>HGV – 4 Axle +</b>	1	£150.00	£150.00

\* We require a minimum of 2 months notice of MOT expiry in order to obtain a local test date

\*\* Prices correct at time of print – FEB 2013



## HGV, PSV & Commercial (LCV)

### TAIL LIFT SERVICING & WEIGHT CHECKS

Castle Point Motors Ltd offer full tail lift servicing and certified weight checks.

These are carried out by our LOLER trained staff, who follow stringent guidelines to inspect and maintain tail lifts on all vehicles.

### CLEANING OF DPF EXHAUST FILTRATION SYSTEM & SMOKE TEST

New regulations distributed by VOSA have given us the authorisation to carry out Smoke Tests on vehicles fitted with DPF Exhaust Filtration Systems. We also have a facility in house, to clean annually or when needed, the new abatement devices for LEZ2012 legislations. These include, Clean Diesel Inc, Dinex, Eminox and many more.

Reduced Pollution / Low Emission Certificate	At VOSA
With Annual Test	£20.00
Not with Annual Test	£34.00

DPF Abatement Device Cleaning	£120.00 +VAT
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### PLATINUM PLUS, AD-BLUE, OILS AND FLUIDS

Here at Castle Point Motors Ltd we stock, supply and refill platinum plus and ad-blue products to vehicles. We are a one stop shop for all fluids and levels on your vehicles

### LEASED VEHICLES

We also carry out servicing, repair and maintain Leased Vehicles through our 1 Link system that links us to the likes of LEX Autolease, Hitachi and many others, so you may not need to take your vehicle to a main dealer\*\*.

Our dedicated team of support technicians of all makes and models make us an ideal sole site solution for multi vehicle fleets. Many Lease company use us for this very reason.

For further details on our Fleet and Contract Services, please see page 9.

*\*\* Please check your contract with your leasing company*

*\*\* Prices correct at time of print – FEB 2013*



## BRAKE TESTING & HEADLAMP ALIGNMENT

Brake Tests and Headlamp Alignment for all vehicles are carried out here, on site. This can be carried out as part of a pre MOT inspection or as part of regular vehicle inspections for 'o' licenses



Our headlamp alignment equipment can test direction beam of any vehicle, and where necessary advise on suitable adjustments which are required, these then can be completed by our expert team



Brake testing can be carried out on all classes of vehicles, our rolling road facilities enable us to accurately measure breaking forces, and calculate as per VOSA guidelines the correct breaking weight per vehicle.







## Cars & PLG



As Regional Unipart Garage of the Year, we take great pride in our services we provide our loyal and new customer base.

We are also an RAC Approved Garage, this is due to our high standard of workmanship, turn around times, good quality parts and competitive prices.

Our technicians are fully qualified and experienced and possess various skills that cover all makes and models of vehicles; diesel, petrol & hybrid.

Castle Point Motors Ltd facilities are wide and diverse meaning we have capabilities of connecting to *any make and model* of car for the purpose of fault diagnosis, log reading and reprogramming.

All servicing starts from, as little as £99 + VAT, which includes a FREE MOT.

We believe there is no job that we can't do!

- Air Con
- Exhausts
- Shocks
- Engine Rebuilds
- Wheel Bearings
- Clutches
- Batteries
- Wiring issues
- Number Plates
- Diagnostics \*
- Brakes
- Tyres
- Welding
- Body Repair
- Windscreens
- Suspension
- Gearbox
- Lights
- Tracking
- Bespoke Engineering
- Seasonal Vehicle Checks
- Warranty Work
- Insurance Repairs
- 'Hands Free' Installation
- Multi Media Installations
- MOT Repairs
- Balancing

For further details on Diagnostics, please see page 11



## Cars & PLG



Our extensive equipment range and diversely skilled technicians give us the ability to work on all makes and models of cars, both old and new



Castle Point Motors have dedicated suppliers providing the best quality parts with quick lead times to keep people on the road.

Our facilities enable us to service your vehicle to main dealer standards, fulfilling full requirements for your warranty whilst keeping a few extra pounds in your pocket.





## **FLEET & CONTRACT SERVICES**

*(Bikes, Trikes, Cars, LCV, LGV, HGV, PSV, Trailers)*

Here at Castle Point Motors Ltd we offer wide and diverse fleet and contract support. From scheduled services and inspections to ad hoc repairs and support on demand, Castle Point Motors Ltd are here for you.

We currently look after fleets of vehicles from 1 – 500 and of all makes and models.

Our expert team of engineers are qualified to fully support any vehicle from delivery motors bikes to full HGV articulated lorries including trailers.

In addition to the excellent mechanical services offered by Castle Point Motors Ltd we also pride ourselves on our exceptional administrative staff who will keep you informed of all works required to vehicles which are being looked after by us. The team will also monitor and notify where necessary intervals on servicing, inspections and MOT.

Other services include :-

- Pre MOT Inspections
- 'O' License 6 , 8 & 12 weekly inspections
- Servicing
- Tachograph Calibration
- LOLER , Tail lift servicing and weight check
- DPF / LEZ Conversions and maintenance



Castle Point Motors Ltd also offer credit facilities to assist cash flow of business up to 60 days\* in some cases.

Our close association with VOSA and our accreditation as an ATF we are able to offer services on all vehicles from motor cycles to HGV.

*\* This is subject to Castle Point Motors Ltd credit agreement and credit checks*



## MOT

Here at Castle Point Motors Ltd we are a fully authorised VOSA test station. This means we are able to provide services to all classes of vehicles below.

Our expert team of authorised testers fulfil all requirements to ensure your safety and legality are met for continued motoring.

FEES & CLASSES	Fees not subject to VAT	Age first test	STD RATE	OUR PRICE
	<b>Classes I &amp; II</b> Motorcycles	3	£29.65	£20.00
	Motorcycles with side cars	3	£37.80	£20.00
	<b>Class III</b> 3 wheeled vehicles (up to 450kg unladen weight)	3	£37.80	£20.00
          	<b>Class IV</b>			
	<b>Cars</b> (up to 8 passenger seats)	3	£54.85	£30.00
	<b>Motor Caravans</b>	3	£54.85	£30.00
	<b>3 Wheeled Vehicles</b> (over 450kg unladen weight)	3	£54.85	£30.00
	<b>Quads</b> (max unladen weight 400kg – 550kg for goods vehicles and max. Net power of 15kw)	3	£54.85	£30.00
	<b>Dual Purpose Vehicles</b>	3	£53.85	£30.00
	<b>PSV's</b> (up to 8 seats)	3	£53.85	£30.00
	<b>Goods Vehicles</b> (up to 3,000kg DGW)	3	£54.85	£30.00
	<b>Ambulances and Taxis</b> (Taxis and Private Hire Vehicles may be subject to additional local requirements)	1	£54.85	£30.00
	<b>PSV &amp; Ambulances</b> (9-12 Passenger Seats)	1	£54.85	£30.00
	<b>Class V</b> PSV (13-16 Passenger Seats)	1	£59.55	£30.00
	<b>Class VII</b> Goods Vehicles over 3000kg up to 3500kg DGW)	3	£58.60	£30.00
	<b>Maximum fee for duplicate test certificate</b>		£10.00 or half full fee if less	£5.00

\*\* Prices correct at time of print – FEB 2013



## **DIAGNOSTICS**

Our latest diagnostic equipment allows us to connect to any make and model to read fault codes and reprogram modules.

Our partners include



**Delphi : the Injector specialist**

Our Delphi systems allow us to fault find, diagnose and recondition or repair where necessary.



## **MODIS**

Modis is a multi band scanner and analyser. Modis can connect and communicate with ECU and fault logs on most makes and models.



Mercedes-Benz

## **STAR**

STAR is a dedicated Mercedes system which can complete two way communications with Mercedes systems. Enable module fault diagnosis, module replacement and module recoding.



## **IDS**

IDS is a Ford main dealer tool, this also connects to Jaguar, Mazda and Aston Martin. IDS enables two way communication, diagnosis and programming of the aforementioned ECU's and Modules.



## TECH 2/3

TECH 2/3 is a dedicated system for Saab, Vauxhall, Chevrolet and Daewoo. TECH 2/3 allows multi communication interfaces to diagnose, program and reprogram where necessary these makes.



## KARMEN SCAN

Karmen scan specialises in Japanese car makes including Subaru and Mitsubishi KIA and Jeep.

Karmen scan reads fault codes to enable full diagnosis of the above makes, and also allows two way communications with ECU's for programming / reprogramming of modules.



## NISSAN CONSOLE

Nissan Console is a main dealer tool which specialises in Nissan.

Console allows two way communications with Nissan vehicles for fault diagnosis and repair.



## Peugeot Planet

Peugeot Planet is a main dealer tool which specialises in Peugeot.

This will read any Peugeot ECU or module to allow fault diagnosis, repair or reprogramming



## LEXIA

Citroen Lexia is a main dealer tool which connects to Citroen vehicles for two way communication, this is used for fault diagnosis, repair or reprogramming.



## DICE

DICE is a dedicated VOLVO main dealer diagnostics tool.

We use this to read fault codes, diagnose and repair / reprogram modules where necessary.



## VAGCOM

VAGCOM is dedicated to VW, Seat and Bentley models.

This is a two way communications device used to reading faults from vehicles as well as having the ability to reprogram any computerised component on the car.



## T4

T4 is dedicated to Landrover models. Designed for two way communications for diagnostics and reprogramming.



## GT1

GT1 is a dedicated BMW tool, used for connecting to any current model of BMW. Designed for two way communication, fault finding and reprogramming.



## **OTHER SPECIALTIES & SERVICES**

### **CASTLE CAT SAFE©**

Our specially designed product '*CASTLE CAT SAFE*' has been produced and developed by Castle Point Motors Ltd for the sole purpose of keeping Catalytic converters (which contain platinum) securely attached to vehicles to ensure theft can't occur without extreme levels of effort.

### **BESPOKE ENGINEERING**

Our expert technicians combined with our excellent range of equipment at Castle Point Motors Ltd enable us to produce upon demand bespoke components. Our machinery enables us to take a simple piece of metal and form it in to anything that could be required.



### **HYBRID**

Castle Point Motors completed training in 2012 in specialised HYBRID systems. This enables Castle Point Motors Ltd to maintain multi fuelled systems including electric and LPG hybrids. Therefore meaning customers are no longer dependant on main dealers for their specialised vehicles.



### **LEZ**

Castle Point Motors Ltd offer complete LEZ solutions, from supply and installation of new systems to DPF cleaning in our bespoke made high temperature cleaner. In accordance with LEZ we can certify vehicles appropriate for entering the LEZ zone.

### **TAIL LIFT SERVICING & WEIGHT CHECKS**



Our expert commercial team have full testing facilities to conform with legislation for testing LOLER class tail lifts

This can be carried out in our Benfleet garage, where our team will examine, diagnose and repair any fault which may of developed.





## **VEHICLE STORAGE**

Here at Castle Point Motors Ltd we offer services of vehicle storage.

Our extensive storage facilities are covered by CCTV, security lighting and locked security gates.

Our standard charges are £15 per day (or part thereof) for small LGV and PLG, and £35 per day (or part thereof) for HGV class vehicles.

Our secure compounds are located in a very secure area, covered by regular security patrols and centralised CCTV.

Our storage offers customers the facilities required to recover vehicles to a safe and secure area following breakdown or accident.

All storage is on hard standing concrete, surrounded by security fences with barbed wire.

Castle Point Motors Ltd storage facilities are located in a low risk insurance area.



## 1. Definitions.

In these condition the following words have the following interpretations :

‘Client’	Means the person, Firm, Company or organisation whom Castle Point Motors Ltd has agreed to provide service(s) to in accordance with these conditions.
‘Company’	Means Castle Point Motors Ltd, 31 Armstrong road, Manor Trading Estate, Benfleet, Essex, SS7 4PW.
‘Documents’	Means in addition to a document in writing, plan, drawing or any device or material embodying visual images and any of the aforementioned items in digital format.
‘Client material’	Means any documents, materials and any other data or information provided by or belonging to the Client, to the Company relating to the service(s) that are to be provided.
‘Company Material’	Means any documents, demonstration or any other materials resulting from the Company’s performance of the service(s) requested by the Client.
‘Schedule of Service’ are to be read alongside ‘Service(s)’	Means the agreement to which these conditions
	Means the service(s) to be provided by the Company for the Client and referred to in the Schedule of Service
‘Trading Address’	31 Armstrong Road, Manor Trading Estate, Benfleet, Essex, SS7 4PW
‘Registered Office’	Means, MSB House, 2 Denham road, Canvey Island, Essex, SS8 9HB

1.2 The heading written in these Conditions are for convenience only and shall not affect their interpretation.

## 2. Supply of Services

2.1	The Company shall provide service(s) to the Client subject to these Conditions and the Schedule of Service(s). Any changes or addition to the agreement must be made in writing by either party
2.2	The Client shall at its own expense supply the Company with all necessary documents, materials, decisions and approvals or any

other information relating to the service(s), within sufficient time to enable the Company to provide the service(s) in accordance with the agreement. The client shall ensure the accuracy of all Company Material

2.3 The Client shall at its own expenses retain duplicate copies of all Client Material and insure against its accidental loss or damage. The Company shall have no liability for any such loss or damage, however caused. From the times of delivery, the Client accepts full responsibility for all Company Material provided. The Company reserves the right for any duplicates to be charged

2.4 The Company may at any time without notifying the Client make any changes to the service(s) which are necessary to comply with any applicable safety or other statutory requirement, or which do not materially affect the nature or quality of the service(s)

2.5 The performance of the service(s) by the Company will not only depend on the skills of the Company’s Employees or sub contractors but also on the Client Material and co-operation of the Client.

2.6 The Company shall have no liability to the Client for any loss, damage, cost, expenses or other claims for compensation arising from any Client Material or instructions supplied by the Client which are incomplete, incorrect, inaccurate, illegible, arising from the late arrival or non-arrival, or any other fault of the Client

2.7 The Company shall not be liable to the Client or be deemed to be in breach of the Contract by reason of any delay in performing, or any failure to perform, any of the Company’s obligations in relation to the service(s), if the delay or failure was due to any cause beyond the Company’s reasonable control.

2.8 The Company retains the right to use any information provided to them by the Client for and after the conclusion of the Contract.

2.9 The company and its staff provide business and fleet services for which the staff are fully trained. However they are not practising Lawyers or accountants. The Company cannot be held liable if the Client does not seek professional advice on any matters of a legal or accounting nature which require specialist guidance or

2.10 which should by law be dealt with by professionals with appropriate qualification for the advice to be legally compliant.

2.10 The Company shall have no liability to the client for any loss, damage, cost, expenses or other claim for compensation arising from information relayed to the Client from third party sources.

## 3. Charges

3.1 Charges for each service provided by the Company will be set out in the Schedule of Services. In the event that the Client changes the scope of work during the course of the agreement or due to any cause beyond the Company’s reasonable control the Company shall consult with the Client and if appropriate issue an invoice for the additional work carried out over and above the work set out in the Schedule of Services according to the normal terms and conditions

3.2 All charges quoted for the provision of the service(s) are exclusive of VAT, this will be added to any invoice due to the client.

3.3 Fees will be produces via invoice upon the completion of any works, and shall become payable with immediate effect unless stated in Schedule of Service as to credit terms.

3.4 Notification of queries must be made in writing within seven days of receipt of the invoice. Queries raised outside this schedule will be disregarded

3.5 If payment is not made within accordance of either 3.3 or credit terms as set out in Schedule of Service, without limiting any other rights to :-

3.5.1 Charge 8% per annum above the base lending rate set by BOE;

3.5.2 To suspend the provision of any further service(s) to the Client;

3.5.3 To retain for the purpose of Lien all vehicles belonging to the Client with which work has been carried out;



3.5.4 No vehicles will be returned, until the complete debt has been resolved or suitable arrangements for payment have been put in place with the agreement of the Company;

3.5.5 To take necessary legal action to recover the debt;

3.6 Sundry costs to the Client over and above the agreed Schedule of Service will be itemised and subject to standard credit agreement.

3.7 Vehicles kept in storage beyond any agreed collection or return dates become liable for £15 + VAT per day or part thereof for a PLG. A charge of £35 + VAT will be levied as storage charge on all LGV and Larger.

#### 4. Confidentiality

4.1 Client Material or other information provided by the Client to the Company shall be kept confidential by the Company and the Company will use and disclose such Client Material or other information strictly for the purpose of performing the service(s). The foregoing provision of this clause shall not apply to any Documents or other materials, data or other information which :

4.1.1 Are public knowledge at the time when they are so provided by either party, or which become public knowledge through no fault of the other party

4.1.2 Either party is required by reason of law to disclose

4.1.3 A party can demonstrate was already in that party's possession prior to receipt from the other party or which is subsequently disclosed to that party by a third party without any obligations of confidence.

4.1.4 A party can demonstrate was developed independently of any disclosure by the other party.

4.2 Upon completion of the service(s) and receipt by the company of all payments due to the Company from the Client, the Company will, at the Client's request, return all Client Material.

#### 5. Website terms of Use

*The term 'business', 'us' or 'we' refers to the owner of the website, our registered office is, MSB House, 2 Denham road, Canvey Island, Essex, SS8 9HB and 'you' refers to the user or the viewer of the website*

5.1 The content of this website is for general use, and as such it is subject to change without notice.

5.2 We try to ensure, but do not guarantee or warrant, the accuracy or completeness of the information on our website. Our aim is to keep this information timely and accurate. If any errors are brought to our attention we aim to rectify them swiftly. We expressly exclude liability for any such inaccuracies or error to the fullest extent permitted by law.

#### 6. Termination

6.1 Either party may terminate the Contract at any time by not giving less than **30 days** written notice to the other party.

6.2 Either party may at any time terminate the Contract by giving written notice to the other if the other commits any breach of these Condition and (if capable of remedy) fails to remedy the breach within **30 days** after being required by written notice to do so.

6.3 Promptly upon termination of the Contract the Company shall deliver to the Client :-

6.3.1 An invoice in respect of any outstanding fees and or consultancy fees to the Company, to be paid in accordance with Section 3 and subsections.

6.3.2 Any Client Material supplied by the client for the purpose of supplying the service(s) and any Company Material provided before the termination date.

6.3.3 If in breach, an invoice for a pro rata calculation of monthly spend will be issued with regards projected average fees lodged against the **30 days** notice period.

#### 7. General

7.1 After commencement of the service(s) with the Company, the client is forbidden to recruit any of the Companies employees within 12 months of the end of their Schedule of Service agreement.

7.2 The conditions (together with the Schedule of Services) constitute the entire agreement between the parties, supersede and previous agreement or understanding and may not be varied except in writing with written agreement between both parties. All other terms and condition express or implied by statute or otherwise, are excluded to the fullest extent permitted by law.

7.3 Any agreement to which these Terms and Conditions apply shall be governed and constructed in accordance with English Law, and the parties agree to submit to the exclusive jurisdiction of the English Courts.



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## Contact Us

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## Find us

