

## MINIMUM REQUIREMENTS AND CONDITIONS FOR AA APPROVED REPAIRERS

### 1. LOCATION OF PREMISES

- a) Preferably the place of business should be prominently located and identified as a vehicle repair facility.
- b) Premises must be independently sited from any other business operating as a vehicle repair service facility.
- c) Appointment as an Approved Repairer is for those premises shown in the original application only. Separate applications are required for each premises and appropriate fees will apply. A change of repair premises will require approval.

### 2. APPEARANCE

- a) Cleanliness, tidiness and attractive appearance will be taken into account
- b) A customer reception area must be separate from the workshop
- c) Customer toilets must be available
- d) A customer waiting area must be available

### 3. SERVICE FACILITIES

- a) The predominant type of automotive service work engaged in should be of general mechanical nature or specialist category.
- b) Should the general nature of the business change, the appointment would be subject to review.
- c) Workshop equipment should include a full range of hand tools and regular garage equipment, normally used to carry out general automotive repair work and diagnosis or designated specialist repairs.
- d) The workshop staff shall have a minimum of 2 qualified technicians.
- e) If the business includes a new car franchise, then the specialised equipment necessary to serve such vehicles should be maintained to the standards laid down by the vehicle manufacturer and to the requirements of normal servicing for such vehicles.
- f) A reasonably comprehensive stock of fast-moving spares should be held to rectify unexpected breakdowns in popular vehicles.
- g) Reasonable parking with adequate security for repaired vehicles should be available. Roadways or public walkways are not acceptable for this purpose.

#### 4. GENERAL REQUIREMENTS

- a) Applicants will be required to have been in the business specified for the period of 12 months prior to applying for registration.

Written permission, where necessary, must be obtained by the applicant from the Local Authority and the owner of the building, if leased/rented, to erect the appropriate AA Approved Repairer signage. Successful applicants will be required to install and display the approved AA Approved Repairer signage in a prominent place along with the AA's Code of Practice.

- b) A public liability policy of adequate proportion to cover any repair claims which may arise, must be valid at all times during the period of appointment and the AA should be noted as an interested party. The Repairer shall indemnify and keep indemnified the AA from and against all action, claims and liabilities made in connection with the performance of the Repairer.
- c) Reasonable compliance with the requirements suggested above will be confirmed by a personal inspection. On appointment, applicants will be required to sign an agreement binding them inter alia in respect of (1) professional conduct, (2) care of the sign, (3) handling of disputes. The AA reserves the right to terminate such agreement at any time.
- d) Health & Safety (OSH): The Repairer must have a comprehensive and up to date Health and Safety program in place for the business. This program must include training records, evacuation plan, First Aider and or OSH co-ordinator. This will be reviewed during each annual inspection.
- e) The Repairer agrees that in any dispute with a member he will allow the AA to act as a mediator as required and abide by the AA's fair decision.
- f) Upon appointment, the Repairer shall have the right to use the wording "AA Approved Repairer" at the discretion of the AA in conjunction with the advertising guidelines applicable to the AA Approved Repairer network.
- g) The AA Approved Repairer logo may be displayed on workshop service vehicles on application to and after approval by the AA.
- h) The AA expects the repairer to stock and sell AA branded batteries. Note that this is not a requirement to cancel existing battery relationships.
- i) The AA expects any repair or service to be warranted for a period of 12 months or 20,000 kilometres under normal operating conditions.
- j) To be part of this programme you will be charged an annual fee, which will offset some of the operational costs incurred by the AA. This fee can be paid monthly by direct debit or annually.

Contact [aaar@aa.co.nz](mailto:aaar@aa.co.nz) for a no obligation discussion.