



**RENAULT**  
Passion for life

# Renault ZOE



Z.E.

# Simply revolutionary...

Rediscover the pleasure of driving, with Renault ZOE. With cutting edge technology, and a revolutionary range, join the electric revolution.



**2008**

Initiatives to promote electric vehicles: partnerships with Project Better Place and EDF, Presentation of a Scénic prototype powered by a fuel cell and the concept car Z.E. Concept (for Zero Emission).



**2011**

Renault announce they will produce the Twizy and begin taking orders. Production of Fluence Z.E and Kangoo Z.E also begins.



**2014**

Formula E championship is established and Renault design the car used by all teams, the Spark-Renault SRT\_01E. The Renault Edams team wins the inaugural championship.



**2016**

ZOE with Z.E. 40 battery is launched allowing a 250 mile NEDC\* range, setting a new milestone in the market of affordable electric vehicles.



**2009**

Twizy concept is unveiled at the Frankfurt Motor show - Fluence Z.E, Kangoo Z.E and ZOE concepts also unveiled.



**2012**

Production version of ZOE unveiled at Geneva motor show. Kangoo Z.E voted international van of the year.



**2013**

ZOE becomes available to buy in the UK



**2015**

New, more efficient R90 motor introduced, giving 149 miles NEDC\* range.



\*Homologated range according to NEDC test cycle, for comparison purposes, 250 miles, and may not reflect real life driving results. See Driving Range page for more information.



# Renault Zero Emissions

## Always a step ahead

Renault Z.E. has been pushing the boundaries of innovation since revealing the Z.E. concept car in 2008. Since then, we have been fulfilling our commitment and developing our technology so that our vehicles stay at the front of the electric vehicle market. Finally, in 2016, we have launched ZOE with the Z.E. 40 battery, that gives ZOE revolutionary 250 miles NEDC range\* – a true milestone in affordable electric vehicles.



## First place on the track - first choice on the road

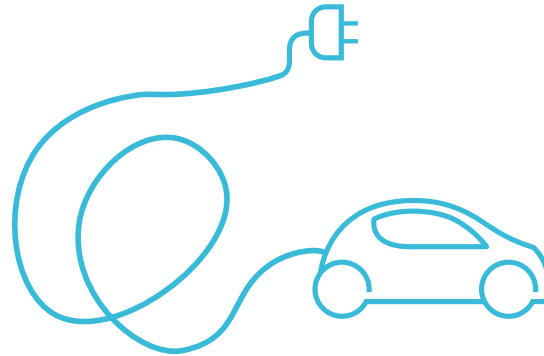
Our commitment to electric motoring innovation runs deeply in Renault's brand DNA. We were a founding partner in Formula E™, the FIA's newest race series. Winning the team championship in 2014/15 and 2015/16 seasons, along with the driver's championship in 2015/16, proves superior electric technology on the track and, as Europe's number one selling EV brand\*\*, on the road.



## Easy Electric Life

Electric mobility does not have to be more complicated than fuel-powered cars.

Far from it, electric power comes as second nature in most areas of our lives - have you ever thought about filling up your smartphone with fuel? Your car does not need to be very different from a phone. Simply put it on charge before you go to sleep, and you know it will be ready for you in the morning.



## The ZOE Experience

We were amongst the first manufacturers to launch a range of affordable 100% electric vehicles.

Because we have years of experience helping customers to integrate electric vehicles into their lives, we are now more than ready to make the electric revolution easy and accessible for everyone. And we have a community of happy ZOE customers to prove it. See the [Will the ZOE fit my lifestyle?](#) page to see what they think.



## It's in our nature

We are very proud of our partnership with the Eden Project in Cornwall.

Through supplying the project with a fleet of 3 ZOE's, 13 Kangoo Z.E.s and 4 Twizys we are supporting them in their mission to connect people with each other and the living world, exploring how we can work together towards a better future.





## Electric identity

A chrome diamond on a wide, black radiator grille, streamlined blue-tinted headlamps and transparent rear lights with concentric blue edges give ZOE a strong electric identity.



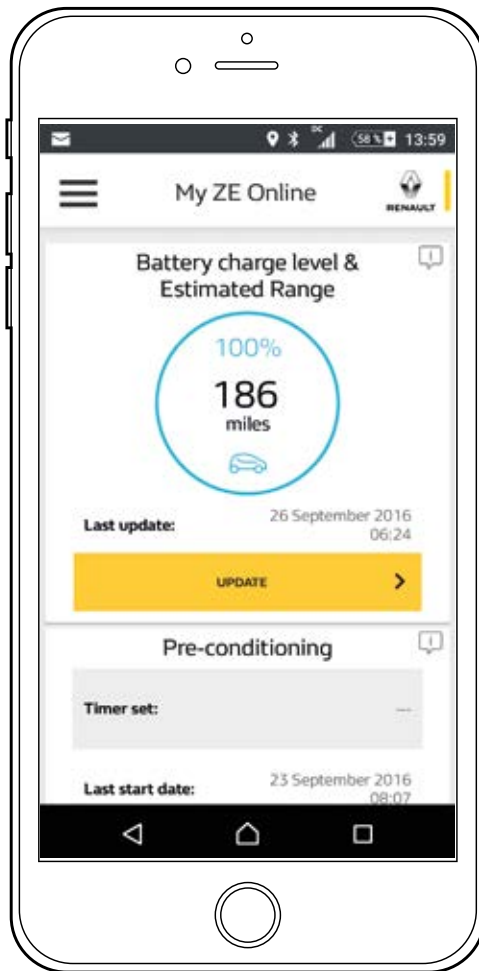
## Effortless, clean styling throughout

ZOE has the stylish appearance of a coupe thanks to built-in rear door handles, which have been branded with the designer's fingerprint. Combined with an interior design that is thoughtful and spacious, ZOE offers the best of both worlds.

Model shown ZOE Dynamique Nav with optional blue interior touchpack



# Technology and innovation



## Z.E. Connected Services

To keep you and your ZOE in sync, there are two Z.E. Connected Services available. These can be controlled using a smartphone or computer.\*

**My Z.E. Connect.** Remotely monitor your battery charging status.

**My Z.E. Interactive.** Remotely charge your battery, pre-condition your car so it's at the desired temperature before you start your journey and set a charging schedule to make the most of off-peak energy tariffs.

\* 3 years free subscription of Z.E. Connect on all models and 1 year free subscription of Z.E. Interactive for Dynamique Nav and Signature Nav. Z.E. Connected Services is compatible with Apple iOS® and Android® devices and is available in the App store and Google Play® store.



## Renault R-Link

The Renault R-Link multimedia system delivers an enriched driving experience and is tailored to your ZOE. The intuitive and touch sensitive 7" screen is extremely easy to use and there are a range of apps dedicated to motoring available to purchase as well as the ability for Bluetooth® audio streaming and hands-free calls.\*



### ZOE driving range and charging points

You can easily view the current driving range, how efficient your driving is and also locate the nearest charging points.



### Make hands-free phone calls

Manually enter numbers or use your contact list to make and receive calls whilst you concentrate on driving\*.



### New Z.E. Trip

This new R-Link application enables you to find selected charging points on your journey, with details on availability, opening times, payment method and charging speed\*\*.



Journey planning with ZOE is now easier than ever before, providing you with all the information on charging points you need.

\*For compatible devices, please refer to <https://www.renault.co.uk/services/multimedia/bluetooth-compatibility.html>

\*\*Z.E. Trip will be available for ZOE customers in the R-Link Store during 2017. Speak to your local dealer for more information.

# New Z.E. 40 battery

The new Z.E. 40 battery was developed by Renault with a revolutionary technology which doubles the capacity of the lithium-ion battery, in exactly the same dimensions! 250 miles NEDC\* on one charge, with the same benefits as the 22kWh battery, such as simple recharging, no required maintenance and easy recycling at the end of its life.

Located under the floor to lower the center of gravity, the battery has no impact on either roominess of the car or on the boot volume. ZOE offers 100% torque from start, a quiet motor, no gear changes or petrol stations, **and relaxed driving pleasure.**



\*Homologated range according to NEDC test cycle, for comparison purposes, 250 miles, and may not reflect real life driving results. See [Driving Range](#) page for more information. Z.E. 40 battery is available on Dynamique Nav and Signature Nav.

# Innovation for a better life

What is the purpose of innovation, if it doesn't offer a tangible benefit?

That's why all of ZOE's innovative features are specifically designed in order to make your electric life even easier.



## 1. Regenerative braking:

Every time the driver brakes, the battery gets a boost of energy. Clever!

## 2. Heat pump:

The heat pump is able to air-condition and heat your car more efficiently than a traditional system, meaning you can stay comfortable without worrying about range.

## 3. EV tyres:

Specifically designed for ZOE, these tyres are able to maximize ZOE's range due to ultra-low rolling resistance technology.\*

## 4. Chameleon Charger™:

Uniquely fitted to ZOE, the Chameleon Charger™ is always able to charge at maximum power available and is therefore quicker and more efficient, saving you time and money.

## 5. Pre-conditioning:

Through Z.E. Connected Services\*\* you can pre-set the temperature of the car so it's ready for you before you get in. Toasty in winter and cool in summer!

## 6. Eco-mode:

When using the eco-mode, the dynamic performance and air conditioning or heating is limited to maximize ZOE's driving range.



# What makes ZOE so special?

No fuss, zero CO<sub>2</sub> emissions\*, easy to drive - these are all the things we love about Electric Vehicles and all the things that the Renault ZOE stands for. There are many benefits to owning a Renault ZOE, including:

**Revolutionary Range.** It is our goal to make innovation from tomorrow, accessible to everyone today. Which is why ZOE with Z.E. 40 battery now has an NEDC range\*\* of 250 miles, and estimated real world range of 186 miles in summer and 124 miles in winter, getting you wherever you choose to go, even more easily than before.

**Easy Electric Life.** Renault Z.E. makes the electric revolution easy. Providing you with all the basics you need to integrate ZOE into your life, including your homecharging solution there is nothing left to worry about.

**Wall-Box Included.** ZOE comes with a free charging point installed for retail customers with off-street parking\*\*\* so that charging at home is a no-brainer. Plug-in and done. Goodbye petrol station, hello freedom.

**Chameleon Charger™.** Our innovative Chameleon Charger™ is uniquely fitted to ZOE and makes clever charging possible. As it is always able to charge at maximum power available, it saves you time and lets you make the most of the charging stations you come across, as well as of your home charging point.

**Truly Connected.** A connected life is no longer a future scenario. Z.E. Connected Services takes communication between smartphone and car to another level, allowing features such as remote charging, pre-conditioning and monitoring charge status.†

**Style.** We all want style in our lives, and the streamlined appearance and transparent rear lights are some of the features of the ZOE that will ensure you do.

**Low running costs.** Charging ZOE at home is not only easy, but also very cost-effective. With an average full charge costing less than £3.50†, you will start saving money journey after journey.

\*CO<sub>2</sub> while driving: 0 g/km, MPG: n/a according to NEDC homologation tests. \*\*Homologated range according to NEDC test cycle, for comparison purposes, 250 miles, and may not reflect real life driving results. See [Driving Range page](#) for more information.

\*\*\*Homecharger provided and installed by Chargemaster PLC and only available for eligible customers. See [Wall-Box Included Page](#) for more information. †Features available depend on qualifying subscription. See [Technology and Innovation page](#) for more information.

† Less than £3.50 recharge cost- based on (a) overnight electricity charges (British Gas Off Peak Saver 3 rate with payment via Direct debit as at December 2016), and (b) a full charge of the 41kW battery.

# Driving Range

Now that ZOE is available with Z.E. 40 Battery giving a revolutionary NEDC\* range of 250 miles on one charge, range anxiety is a thing of the past. With real life estimates of 186 miles in summer and 124 miles in winter\*\* ZOE is able to get you wherever you need to go with less need to recharge on the way, saving you time and money.

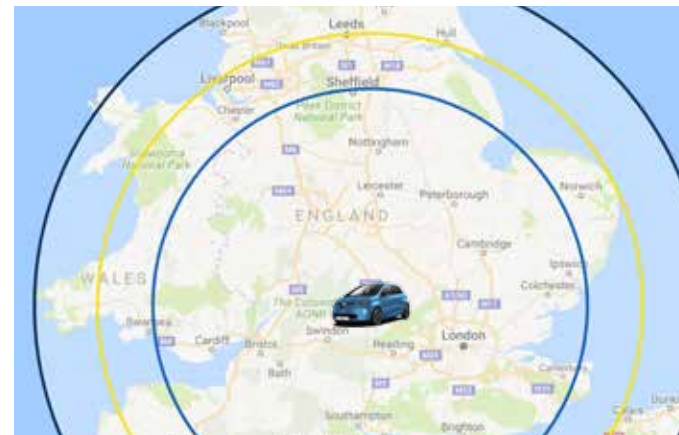
Range (miles)	Expression Nav R90	Dynamique Nav R90 Z.E. 40	Signature Nav R90 Z.E. 40	Cost in Pence p/per mile <sup>†</sup>
NEDC*	149	250	250	2p
Summer	106	186	186	2p
Winter	71	124	124	3p

**\*What is the NEDC and why does real-life range differ so much from it?**

The NEDC is a method which can be used for comparing fuel consumption of different models and manufacturers, as the tests put vehicles under the same, ideal conditions. In real life many factors such as your driving style, the type of journey, your speed and the climate affect how far your ZOE will go. This is why we at Renault give you realistic summer and winter figures based on our testing of the vehicle, rather than just the theoretical driving range.

**\*\*Why is the range reduced in winter?**

Like all batteries, those in Z.E. vehicles are less efficient in cold weather than at warmer ambient temperatures. This means that you can expect a reduction in the range of your Renault Z.E. in the winter. Also, in winter you are more likely to use the heating, which means ZOE consumes more energy.



**Illustrated range for ZOE with Z.E. 40 Battery**

- NEDC range
- Summer Range
- Winter Range

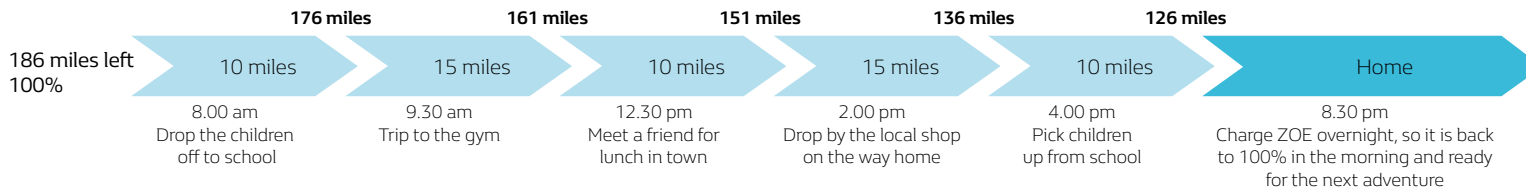
Charging times	Expression Nav R90	Signature Nav R90 Z.E. 40	Signature Nav R90 Z.E. 40	
7kW (0-100%)	3-4 hours	7-8 hours	7-8 hours	This is the rate your free <sup>^</sup> home charging point will be charging at. The majority of your charging will take place here, typically at night. The average adult needs 8 hours of sleep, and same goes for ZOE.
22kW (0-100%)	60 mins	2 h 40	2 h 40	On most journeys, there is no need to fully recharge and you will typically only top-up for half an hour at a motorway station. The perfect excuse for a cup of coffee.
43kW (0-80%)	60 mins	1 h 40	1 h 40	You are expecting many long journeys? Why not consider ZOE with Quick Charge option, which reduces charging time for ZOE with Z.E. 40 battery to 65 minutes. <a href="#">See Quick Charge Page</a>

<sup>^</sup> Less than 2p/mile based upon a £3.50 full recharge cost, calculated by (a) overnight electricity charges (British Gas Off-Peaker Saver 3 rates for payment via Direct Debit as of December 2016), (b) a full recharge of the 41kW battery and (c) 186 miles on one charge. <sup>^</sup>Homecharger provided and installed by Chargemaster PLC and only available for eligible customers. [See Wall-Box Included Page for more information.](#)

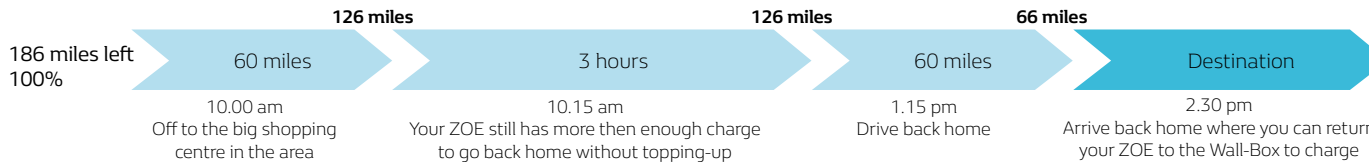
# Different Journey and Charging Scenarios<sup>^</sup>

People's daily schedules can be very different. However, ZOE with Z.E. 40 battery can now accommodate even longer journeys.

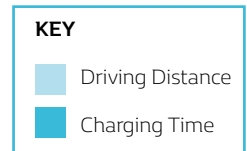
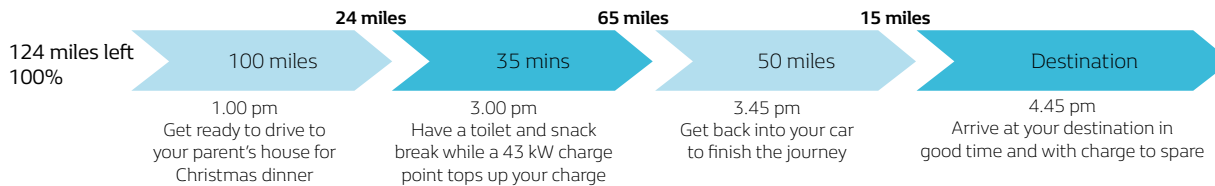
## Multiple short journeys summer



## 120 mile roundtrip trip summer



## 150 mile journey winter



## Did you know that...

- ...the average daily mileage of people in the UK is just under 28 miles\*\*? Even if you drove double that everyday, you would not even come close to ZOE's limits.
- ...ZOE's unique Chameleon Charger™ is clever and can adapt to different chargepoints? It is always able to charge at maximum power and is therefore quicker and more efficient. [See Battery and Charging page for more information.](#)
- ...there are many ways to maximize your range? ZOE's smart eco-mode, driver coaching tips, and regenerative braking are able to optimise your driving range.

<sup>^</sup>For illustration purposes only and based on the estimated driving range of ZOE with Z.E. 40 Battery available on ZOE Dynamique Nav and Signature Nav.

\*Homologated range according to NEDC test cycle, for comparison purposes, 250 miles, and may not reflect real life driving results. [See Driving Range page for more information.](#)

\*\*Based on the average daily mileage of people in the UK across all brands and models in the New Car Buyer Survey published in August 2016.

# Battery and charging

Just like the other models in the Renault Z.E. range, ZOE is fitted with a lithium-ion battery, offering great performance. It is very simple to charge, even when it is fully discharged and it can also be recycled at the end of its life.

Thanks to The Chameleon Charger™ that is uniquely fitted to ZOE, it is compatible with various power sockets and sources, providing you with a range of charging options. The result? Minimised charging times and maximised flexibility.

## Three easy ways to charge?

**1. At Home.** - A Homecharger is fitted by Chargemaster and offers a 7kW charge that can fully charge the ZOE in 7-8 hours. Now that ZOE with Z.E. 40 battery can go even further, the majority of your charging will take place at home so that topping up the car can be effortlessly integrated into your daily routine <sup>(1,2,3 & 4)</sup>.

**2. Destination.** There are already over 3,000 public charging posts nationwide that provide a charge between 22kW to 3kW and can charge your car from 3-16 hours respectively. This type of charge is ideal for round trips, such as going to and from one destination.

**3. Quick.** These appliances are placed at key locations such as motorway services and have a 43kW capacity. They are ideal for long journeys and can charge your ZOE with Z.E. 40 battery to 80% in 1h 45 mins. With Quick Charge option, this only takes 65 mins. **See Quick Charge page.**

## Not sure where to find chargepoints around you?

Visit [www.renault.co.uk/vehicles/new-vehicles/zoe/battery-and-charging](http://www.renault.co.uk/vehicles/new-vehicles/zoe/battery-and-charging) or download the free Z.E. Explore App to find public posts in your area!\*





# Wall-Box included

Renault has chosen Chargemaster as our preferred Electric Vehicles Charging partner, through which we are able to take advantage of a government grant of up to 75% support. Chargemaster is able to offer our retail customers a FREE<sup>(1)</sup> 7kW Homecharger, fully installed and able to charge a ZOE with Z.E. 40 battery from flat-to-full in 7-8 hours<sup>(2)</sup>.

## Key Benefits of a Chargemaster Homecharger

- Chargemaster Homechargers are fully tested by Renault and carry the Renault Z.E. Ready certification, ensuring these are perfectly compatible with your Renault ZOE.
- The Homecharger has optimal weather resistance thanks to ABS injection moulding, meaning it is suitable for both indoor and outdoor use.
- Key controlled access, so there's no risk of someone using your charger without your consent.
- Ergonomic and discrete design
- Built-in communications module, enabling free access to the electrical consumption data<sup>(3)</sup> of your charger for 4 years after the installation date, via a dedicated web portal called chargevision.

As long as you have off-street parking and modern household electrics, you're eligible for your Wall-Box installation<sup>(4)</sup>.

## Wall-Box installation - It's as simple as 1,2,3...

1. Renault make Chargemaster aware of your Wall-box application request.
2. Chargemaster process your application and will contact you to discuss your household electrics and arrange an installation date with you.
3. A specialised Chargemaster installation engineer will be sent out to carry out the installation, normally within 2-3 weeks from completion of your application.

(1) Based on eligibility of the Wallbox included offer and meeting the qualifying criteria of the OLEV (Electric Vehicle Homecharge Scheme) subsidy of £500.00 (including VAT). Full Terms and conditions <https://www.renault.co.uk/services/renault-ze/charging-solutions.html> and <https://www.renault.co.uk/vehicles/new-vehicles/zoe/battery-and-charging.html> (2) Based on a standard single-phase domestic installation, carried out by 1 man within a maximum of 6 man hours – cable run under 20 metres, no civil works and no electrical remedial work required, asbestos free site, working at normal height. Other costs may apply to a specific installation, which will be confirmed before any work is undertaken. (3) Indicative information – subject to transmission of data and O2 network coverage. (4) The key qualifying criteria for a subsidised homecharger is to prove ownership/primary use of an EV, live in a home with modern household electrical installation and have off-street parking and/or a garage. Finally you need to agree that you will not be claiming back the VAT on the installation and to have the charger's electrical consumption data monitored by OLEV for a period of 3 years from the date of installation. [https://www.gov.uk/government/uploads/system/uploads/attachment\\_data/file/418525/electric-vehiclehomecharge-scheme-guidance-for-customers-2015.pdf](https://www.gov.uk/government/uploads/system/uploads/attachment_data/file/418525/electric-vehiclehomecharge-scheme-guidance-for-customers-2015.pdf) Your vehicle must equally be on the approved plug-in car grant list - <https://www.gov.uk/plug-in-car-van-grants/eligibility>



## A little information about Chargemaster...

Chargemaster is the UK's leading provider of domestic charging solutions, having supplied over 18,000 domestic charging units to date in 12 European countries.

Chargemaster Homechargers are manufactured right here in the UK, at Chargemaster's modern manufacturing facilities. Chargemaster offers a comprehensive installation service with their team of experienced and qualified engineers, right across the UK. Once you have had your Chargemaster Homecharger installed, you will be able to apply for your POLAR Network Card, giving you access to the UK's largest public charging infrastructure, with over 3,000 charging points in key locations all across the country.



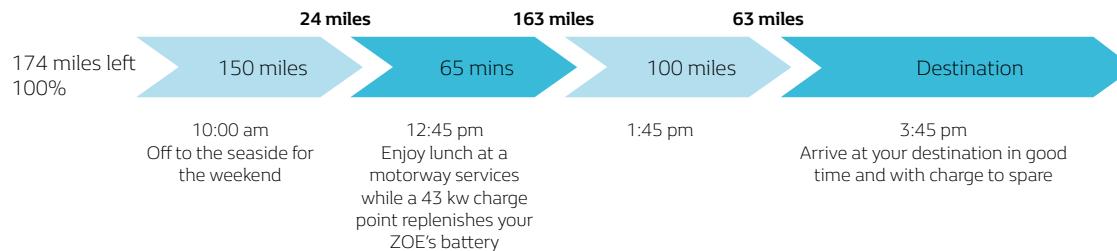
# Quick Charge

If you are likely to use your ZOE for long trips on the motorway where 43 kW Quick Chargers are available why not consider ZOE Q90 Z.E. 40 Quick Charge?\* The Quick Charge option enables your ZOE to charge from 0-80% in just 65 minutes, and lets you travel further, faster.

Range (miles)	Dynamique Nav/ Signature Nav R90 Z.E. 40	Dynamique Nav Q90 Z.E. 40 Quick Charge	Signature Nav Q90 Z.E. 40 Quick Charge	Cost in Pence p/per mile <sup>†</sup>	Charging times	Dynamique Nav/ Signature Nav R90 Z.E. 40	Dynamique Nav Q90 Z.E. 40 Quick Charge	Signature Nav Q90 Z.E. 40 Quick Charge
NEDC**	250	230	230	2p	7kW	7-8 hours	8-9 hours	8-9 hours
Summer	186	174	174	2p	22kW	2 hrs 40	2 hrs 40	2 hrs 40
Winter	124	112	112	3p	43kW (0-80%)	1 hr 40	<b>65 mins</b>	<b>65 mins</b>

ZOE Q90 Z.E. 40 Quick Charge makes longer journeys even easier.

## 250 miles motorway journey summer<sup>^</sup>



**KEY**

- Driving Distance
- Charging Time

\*Quick Charge is available as an option on ZOE Dynamique Nav and Signature Nav. Quick Charge Option results in an NEDC Range of 230 miles and real life estimates of 174 miles in summer conditions and 112 miles in winter conditions.

\*\*Homologated range according to NEDC test cycle, for comparison purposes, 230 miles, and may not reflect real life driving results. [See Driving Range page for more information.](#)

<sup>†</sup>Less than 2p/mile based upon a £3.50 full recharge cost, calculated by (a) overnight electricity charges (British Gas Off-Peaker Saver 3 rates for payment via Direct Debit as of December 2016),

(b) a full recharge of the 41kW battery and (c) 174 miles on one charge.

<sup>^</sup>For illustration purposes only and based on the estimated driving range of ZOE with Z.E. 40 Battery and Quick Charge Option.



# Will the ZOE suit my lifestyle?

At Renault we believe that the ZOE can be the perfect fit for a wide range of lifestyles, whether its for a daily city commute, multiple short runs to the local school or shops or even long leisurely drives. Don't just take our word for it, this is what some of our customers have to say as well\*.



Katie Garner

*"My experience of owning a ZOE has been great, I really couldn't have made a better choice. It fits the bill for everything I wanted but it has also been fun and it makes me feel cool and innovative too. The cheaper option of electricity vs petrol was appealing but the true tipping point for me was free parking for fully electric cars at my local train station. It was a financial no brainer - the 'no fee' for parking paid for half of the monthly car/battery payments. It's personally very satisfying to find a solution that makes financial, practical and environmental sense!*

*I use the car on the school run, generally running the children around to clubs and activities, to do shopping and to visit family and friends. We tend to use the car as a family at the weekend where distance will allow as I find it much nicer (and cheaper) to drive than my husband's car. The size, smoothness and quick response have made it perfect for parking in small spaces and negotiating my way up and down our very busy village high street. It's fun to be able to pull away and leave other vehicles still struggling with their gears and trying to get out of each other's way, I admit to feeling a bit smug."*



Harold Dermott

*"We were looking for a new second car and were bored with the conventional offerings. Like most people, many journeys we do are less than 30 miles. As an engineer, I know that petrol and diesel engine cars are ridiculously inefficient on these short journeys. We test drove several electric vehicles and loved the ZOE immediately: crisp styling, sat-nav, Bluetooth, good performance and excellent handling.*

*We have not been disappointed. The ZOE laps up every kind of journey, whether running around locally or 300 mile day trips. Running costs are negligible: there is no road tax, and using our home charger fuel costs are about 3p per mile and many public chargers are free.*

*Charging is clean and easy at both, and there are Rapid chargers on every motorway and most A roads, with the network expanding all the time. These chargers are awesome, adding about 60 miles range to the car in 20 minutes, which means by the time you have used the facilities and had a coffee you are ready to leave.*

*We have already explored the wilds of the Lake District and the snowy Yorkshire moors in warm, refined, silence! For anyone thinking of buying a ZOE, we would say look beyond the fact that it is an electric car. The ZOE is an excellent car in its own right, which just happens to have all the advantages of an electric car as well."*

\*Customers featured own a ZOE with 22kW battery.

# Z.E. Explore



Discover the Renault ZOE in a way that you have never experienced before.

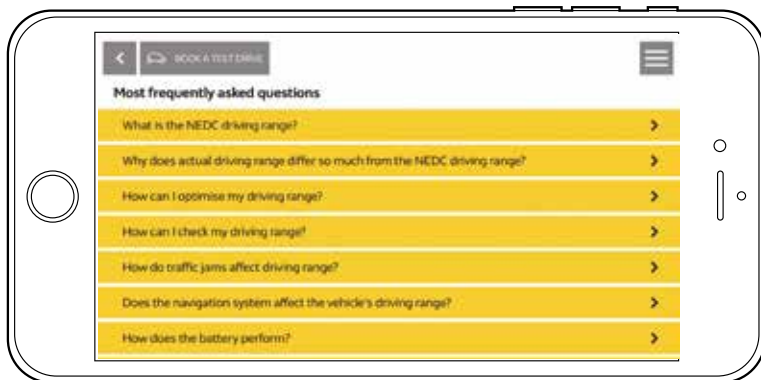
Download the new free Z.E. Explore App to see how ZOE could work for you, through a dynamic trip simulator and information around Z.E. features and offers<sup>^</sup>.



Discover all the facets of an Easy Electric Life



Find charging points around you and simulate your journeys



Your questions answered!



Find out about your free Wall-Box\*

<sup>^</sup>Z.E. Explore is compatible with Apple iOS® and Android® devices and is available in the App store and Google Play® store.

\*Based on eligibility of the Wall-box included offer and meeting the qualifying criteria of the OLEV (Electric Vehicle Homecharge Scheme) subsidy of £500.00 (including VAT).

Full Terms and conditions [http://www.chargemasterplc.com/index.php/terms\\_conditions/](http://www.chargemasterplc.com/index.php/terms_conditions/). See **Wall-Box Included page**.



ZOE



# Standard features

## EXPRESSION NAV



AEROBASE - 15" wheel trims



Expression upholstery



### EXTERIOR STYLING

- 15" AeroBase wheel trims

### INTERIOR STYLING

- TFT dashboard display with driving style indicator

### DRIVING AND CONTROLS

- ABS with EBA (Emergency Brake Assist) and EBD (Electronic Brakeforce Distribution)
- Cruise Control and speed limiter
- ESC (Electronic Stability Control)
- ETC (Electronic Traction Control)
- Keycard entry with push button Start/Stop function

### COMFORT AND CONVENIENCE

- Automatic climate control with one touch quick demist function
- Height and reach adjustable steering wheel
- Electric windows - front

### COMMUNICATION AND ON-BOARD TECHNOLOGY

- USB socket and AUX socket
- 4x20W Renault R-Link Multimedia system including 7" touch screen, TomTom® LIVE navigation, FM tuner, Bluetooth®\* audio streaming and hands-free calls, and voice control
- ECO mode function

### SAFETY AND SECURITY

- Driver and front passenger front and side airbags
- Z.E. Voice (low speed pedestrian warning)

### Z.E. SPECIFIC EQUIPMENT

- 7kW Z.E. ready domestic wallbox fitted at your home (exclusive to retail customers)\*\*\*
- Chameleon charger with a charging time of between 1 and 13.5 hours depending on power supply
- Heat pump
- 15" Michelin ENERGY E-V tyres
- Z.E. Connect (remote monitoring of battery charge and estimated range) 3 years' subscription free as standard for all versions. Renewal required after 3 years\*\*

\*For compatible devices, please refer here: <https://www.renault.co.uk/services/multimedia/bluetooth-compatibility>

\*\*Z.E. Connected Services is compatible with Apple iOS® and Android® devices and is available in the App store and Google Play store®.

\*\*\*Based on eligibility of the Wall-Box Included offer and meeting the qualifying criteria of the OLEV (Electric Vehicle Homecharge Scheme) subsidy of £500.00 (including VAT). For full terms and conditions please see [www.chargemasterplc.com/docs/homecharge-terms](http://www.chargemasterplc.com/docs/homecharge-terms).



# Standard features

## DYNAMIQUE NAV (additional equipment to Expression Nav)



16" "black shadow" alloy wheels



Dynamique upholstery



### EXTERIOR STYLING

- 16" 'black shadow' alloy wheels
- Chrome front grille surround

### INTERIOR STYLING

- Black Dynamique Nav upholstery
- Steering wheel leather-covered

### DRIVING AND CONTROLS

- Hands-free keycard with push button Start/Stop function
- Automatic headlights and rain sensitive front wipers

### COMFORT AND CONVENIENCE

- Electric windows - rear

### COMMUNICATION AND ON-BOARD TECHNOLOGY

- 4x35W 3D sound Renault R-Link Multimedia system including 7" touch screen, TomTom® LIVE navigation, DAB FM tuner, Bluetooth®\* audio streaming and hands-free calls, and voice control
- Rear parking sensors

### Z.E. SPECIFIC EQUIPMENT

- Z.E. 40 Battery
- 16" Michelin ENERGY E-V tyres
- Z.E. Interactive (remote battery charging, remote preconditioning, and charge scheduling) 1 year subscription. Renewal required after 1 year\*\*

\*For compatible devices, please refer to <https://www.renault.co.uk/services/multimedia/bluetooth-compatibility.html>

\*\*Z.E. Connected Services is compatible with Apple iOS® and Android® devices and is available on the App store and Google Play store®.

## DYNAMIQUE NAV Blue interior option touch pack\*



This new option pack on Dynamique Nav adds blue touches to the interior of your car.

- Blue accents around the dashboard, the speakers and the gearbox lever
- Black strips surrounding the R-Link screen
- Specific blue/black upholstery with blue stitching and accents on the doorpanel armrests



# Standard features

## **SIGNATURE NAV** (additional equipment to Dynamique Nav)



16" 'grey shadow' alloy wheels



Signature upholstery



### **EXTERIOR STYLING**

- 16" 'grey shadow' alloy wheels
- Specific Signature sill plate and exterior badges

### **INTERIOR STYLING**

- Part premium leather, part synthetic leather, part cloth upholstery
- Bronze coloured accents to seat piping
- Bronze coloured R-Link surround

### **COMFORT AND CONVENIENCE**

- Electrically folding door mirrors
- Rear view reversing camera
- Heated front seats

### **COMMUNICATION AND ON-BOARD TECHNOLOGY**

- BOSE® 3D sound Renault R-Link Multimedia system including 7" touch screen, TomTom® LIVE navigation, DAB FM tuner, Bluetooth®\* audio streaming and hands-free calls, and voice control

# Colours



GLACIER WHITE <sup>(1)</sup>  
369



CALICO GREY <sup>(2)</sup>  
KNV



YTRIUM GREY <sup>(2)</sup>  
KPQ



MARS RED <sup>(4)</sup>  
NPK



DIAMOND BLACK <sup>(2)</sup>  
GNE



ZIRCON BLUE <sup>(4)</sup>  
RQG



TITANIUM GREY <sup>(2)</sup>  
KPN



ARCTIC WHITE <sup>(4)</sup>  
QNC

(1) Non metallic paint

(2) Metallic paint

(3) Renault i.d. non metallic paint

(4) Renault i.d. metallic paint

	Glacier White (369)	Artic White (QNC)	Zircon Blue (RQG)	Calico Grey (KNV)	Mars Red (NPK)	Diamond Black (GNE)	Titanium Grey (KPN)	Ytrium Grey (KPQ)
Expression Nav	FOC	o	o	-	o	-	o	-
Dynamique Nav	FOC	o	o	o	o	o	o	-
Signature Nav	FOC	o	-	o	-	o	o	o

FOC = Free of charge option O= Optional - = Not available It should be noted that printing limitations do not permit the subtle paintwork shades on these pages to be shown with absolute accuracy please visit your Renault dealer to see ZOE in her true colours.

# Experience your Renault ZOE to the max with our accessory packages

## PROTECTION PACK

Bootliner, alarm and door sill trim



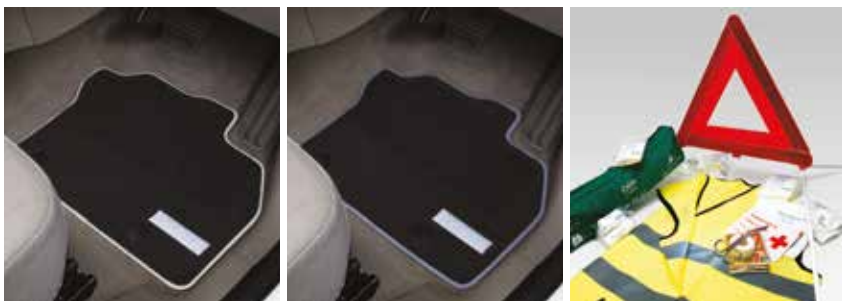
## LUXE PACK

Rear head restraint, central armrest and boot net



## DELIVERY PACK

Premium mats and safety kit



## PREMIUM DELIVERY PACK

Upgrade your delivery pack with the special Z.E. designed mats





# Purchase options

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**We have created two ownership options to allow you to tailor how you buy your car.**

## **HOW IT WORKS - BATTERY HIRE**

This ZOE offering allows you to buy the vehicle and lease the battery, reducing the purchase price and providing maximum peace of mind.

- ✓ You only pay for what you need - we personalise your battery hire monthly payment to your requirements
- ✓ Battery performance guaranteed to at least 75% of original capacity, or we'll repair or replace it
- ✓ If you decide to sell your ZOE, your obligation will cease once the new owner takes over the agreement
- ✓ No worries - complete 24/7 roadside assistance, even if you run out of charge

For more detail about how the battery hire works please visit our website [www.renault.co.uk/ZOE](http://www.renault.co.uk/ZOE)

## **HOW IT WORKS - FULL PURCHASE**

In addition to ZOE (battery hire) we also offer the ZOE i which allows you to buy the vehicle and the battery.

- ✓ No on-going monthly payments, just one simple payment.
- ✓ No Mileage limit in the battery contract.
- ✓ Roadside assistance, breakdown only.
- ✓ Battery guarantee of 5 years / 60,000 miles (100,000 km), whichever comes first, this includes the battery performance guarantee to at least 70% of its original capacity.

For more detail about how full purchase works please visit our website [www.renault.co.uk/ZOE](http://www.renault.co.uk/ZOE)

For prices, please refer to the Renault Car Price Guide available at your local dealer and on [www.renault.co.uk](http://www.renault.co.uk).

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## **HOW IT WORKS - PLUG IN CAR GRANT (PiCG)**

In order to help reduce carbon emissions in the UK, the Government launched the Plug in Car Grant (PiCG) scheme in 2010. The scheme is managed by OLEV (Office for Low Emission Vehicles) who are a cross Government team within the Department for Transport. This scheme is split into three categories with varying support available. The Renault ZOE comes under category 1, which means it qualifies for the highest level of support - a grant of 35%, up to a maximum value of £4,500, towards the cost of a new ultra-low carbon car, which is provided to a consumer at the point of purchase. The grant is applied to the Total Retail Price after discounts which includes the Basic Price and the VAT (this excludes the delivery charge, first registration and any optional extras).

# Equipment and options

	Expression Nav	Dynamique Nav	Signature Nav
<b>SAFETY</b>			
ABS with EBD (Electronic Brake Distribution) and emergency brake assist	●	●	●
Child locking for rear doors	●	●	●
Cruise control and speed limiter	●	●	●
Electronic brake distribution (EBD)	●	●	●
Electronic stability control (ESC) with understeer control system (CSV) and (ASR) traction control	●	●	●
Front curtain airbags for driver and passenger	●	●	●
Front driver and passenger airbags	●	●	●
Front passenger airbag (disconnectable)	●	●	●
Height adjustable headrests on outer rear seats	●	●	●
Height adjustable 3-point front seatbelts with pretensioners	●	●	●
ISOFIX fittings on outer rear seats and front passenger seat	●	●	●
R.A.I.D. (Renault Anti Intruder Device) automatic door locking	●	●	●
Z.E. Voice (low speed pedestrian warning)	●	●	●
<b>COMFORT</b>			
Expression upholstery	●	-	-
Dynamique upholstery	-	●	-
Signature premium leather upholstery	-	-	●
Climate control air conditioning with temperature and humidity sensors	●	●	●
Driver and passenger sun visors	●	●	●
Electric front windows	●	-	-
Electric windows, (front and rear) with driver one-touch anti-pinch functionality	-	●	●
Electrically folding mirrors	-	●	●
Heated front seats	-	○	●
Height and reach-adjustable steering wheel	●	●	●
Hill start assist	●	●	●
Integrated headrests on front seats	●	●	●
Hands-free key card	-	●	●
Key card unlocking and ignition system	●	-	-
Leather steering wheel and gear lever knob	-	●	●
Moveable ashtray / storage	●	●	●
Rear parking sensors	-	●	●
Rear parking camera	-	○	●
Vanity mirror on driver and passenger sun visors	-	●	●
<b>VISIBILITY</b>			
Automatic headlights	-	●	●
Automatic wipers with rain sensors	-	●	●
Bi-halogen headlights	●	●	●
Electrically adjustable heated door mirrors	●	●	●
LED daytime running lights	●	●	●
<b>STORAGE</b>			
1.5 L bottle storage in the front doors	●	●	●
Centre console with storage	●	●	●
Glove compartment (7 L)	●	●	●
Pocket on back of passenger seat	-	●	●
<b>TECHNOLOGY</b>			
Radio Classic R-Link 4x20W output	●	-	-
Radio Arkamys R-Link 4x35W output with DAB Radio	○	●	-
Digital Radio Bose® R-Link with DAB radio	-	-	●
Carminat TomTom® navigation system	●	●	●
Hands-free Bluetooth®*	●	●	●
R-Link multimedia system: 7" touchscreen, TomTom® LIVE navigation, FM tuner, Bluetooth® audio streaming and hands-free calls*, USB and AUX sockets, voice control, vehicle applications	●	●	●

\*For compatible devices, please refer to <https://www.renault.co.uk/services/multimedia/bluetooth-compatibility.html>



	Expression Nav	Dynamique Nav	Signature Nav
<b>Z.E. - SPECIFIC EQUIPMENT</b>			
22kW battery (149 mile NEDC* range) with R90 motor	●	-	-
Z.E. 40 battery (149 mile NEDC* range) with R90 motor	-	●	●
7kW Z.E. ready domestic wallbox fitted at your home (exclusive to retail customers)*	●	●	●
Chameleon Charger™ with charging time to 80% in as little as 1 hour (22kWh battery) or 1h 45 (Z.E. 40 battery) depending on power supply (1)	●	●	●
Charging cable (Type 2 Mode 3) with Z.E. bag	●	●	●
Connectivity : All R-link applications including email, R-Link tweet, Renault assistance, and weather + TomTom® LIVE services (1 year subscription)	●	●	●
Eco-mode	●	●	●
Front charger socket (charging flap under the Renault logo)	●	●	●
Power saver, battery gauge and integrated mileage counter	●	●	●
Range Optimizer system: Heat pump, bi-modal braking system and Michelin ENERGY E-V tyres(2)	●	●	●
TFT display with trip computer and driving style indicator	●	●	●
Z.E. Connect (remote monitoring of battery charge and estimated range) 3 years free as standard. Annual renewal required after 36 months	●	●	●
Z.E. Interactive (remote battery charging, remote preconditioning and charge scheduling) 1 year subscription	○	●	●
<b>EXTERIOR</b>			
15" Michelin ENERGY™ E-V tyres with 15" 'Aerobase' wheel trims	●	-	-
16" Michelin ENERGY™ E-V tyres with 16" 'black shadow' alloy wheels	●	●	-
16" Michelin ENERGY™ E-V tyres with 16" 'grey shadow' alloy wheels	-	-	●
Body coloured front door handles	●	●	●
Hidden rear door handles	●	●	●
Tyre repair kit	●	●	●
Z.E. Signature: Renault logos in chrome and rear Z.E. badge	●	●	●
<b>OPTIONS</b>			
<b>COMMUNICATION</b>			
4x35W speakers with 3D sound and FM/DAB tuner	○	●	-
<b>TECHNOLOGY</b>			
Connectivity + TomTom® LIVE 3 year subscription	○	○	○
Heated front seats in 3 levels	-	○	●
Rear parking sensors with rear camera	-	○	●
Rear view camera	-	○	●
Western European mapping	○	○	○
<b>Z.E. - SPECIFIC EQUIPMENT</b>			
Z.E. Connect: (remote monitoring of battery charge and estimated range) optional 3 year extension	○	○	○
Z.E. Interactive (remote battery charging, remote preconditioning and charge scheduling) optional 3 year extension	○	○	○
Quick Charge Option with a charging time of as little as 65 minutes depending on power supply and a Q90 motor resulting in a range of 250 miles NEDC*	-	○	○
<b>EXTERIOR</b>			
17" Michelin NON-EV tyres with 17" alloy wheels**	-	○	○
Metallic paint	○	○	○
Metallic Renault i.d. paint	○	○	○
Non-metallic Renault i.d. paint	○	○	○
<b>INTERIOR</b>			
Blue interior colour touch pack	-	○	-
<b>ACCESSORY PACKS†</b>			
EVSE cable for occasional use charging with 10 amp domestic socket - charge time in excess of 30 hours for vehicles equipped with Z.E. 40 battery)	○	○	○
Protection pack	○	○	○
Luxe pack	○	○	○
Delivery pack	○	○	○
Premium delivery pack	○	○	○
DAB digital radio	○	●	●
<b>SERVICE PLANS</b>			
Service Plan 2 yrs / 20,000 miles			
Service Plan 3 yrs / 30,000 miles			

For prices, please refer to the Renault Car Price Guide available at your local dealer and on [www.renault.co.uk](http://www.renault.co.uk).

● = Standard (therefore no cost) ○ = Optional - = Not available (1) 80% battery charge from a rapid-charge terminal (2) Not available with the 17" aluminium alloys \*Homologated range according to NEDC test cycle, for comparison purposes and may not reflect real life driving results. See [Driving Range page for more information](#). \*\*Non-EV tires can influence the autonomy of the car. †Accessories pricing includes fitting ≠ =The Service plan offer is available for eligible retail vehicles only and valid at participating dealers only. Vehicle must be ordered between 1st January 2016 and 31st December 2016 and registered in 2016. The Renault Service Plan covers the manufacturer's minimum maintenance programme requirements for the term of the plan purchased (refer to the Warranty and Service sheet in the Handover Document wallet for details). The plan ends when you reach the age or mileage limit (whichever comes first). Services must be carried out in line with the manufacturer's minimum maintenance programme requirements and servicing intervals within +/- 1 month or 1,000 miles of the service interval and can only be carried out at a Renault Approved outlet. Service plans do not cover wear and tear items such as (but not limited to) tyres, wiper blades or brakes. To qualify you must order and purchase the Service plan from a Renault Approved outlet before the first service or within the first 12 months (whichever comes first). Cannot be part exchanged, refunded or transferred. †Based on eligibility of the Renault wall-box included offer and meeting the qualifying criteria of the OLEV (Electric Vehicle Homecharge Scheme) subsidy. Full Terms and conditions see here: <https://chargemasterplc.com/docs/homecharge-terms.pdf>. For service plan terms and conditions visit [www.renault.co.uk/serviceplan](http://www.renault.co.uk/serviceplan)

# Dimension diagrams Technical specification



## BOOT VOLUME (litres)

Boot height under shelf	338
Boot with rear seat folded	1,225

## DIMENSIONED DRAWING (mm)

<b>A</b>	Wheelbase	2,588
<b>B</b>	Overall length	4,084
<b>C</b>	Front overhang	839
<b>D</b>	Rear overhang	657
<b>E</b>	Front track	1,511
<b>F</b>	Rear track	1,510
<b>G</b>	Overall width on moulding strips/with wing mirrors	1,730 / 1,945
<b>H</b>	Unladen height	1,562
<b>H1</b>	Unladen height with tailgate open	2,028
<b>J</b>	Unladen boot sill height	724
<b>K</b>	Ground clearance, laden	120
<b>L</b>	Cabin length	1,678
<b>M</b>	Front elbow width	1,384
<b>M1</b>	Rear elbow width	1,390
<b>N</b>	Front shoulder width	1,365
<b>N1</b>	Rear shoulder width	1,320
<b>P</b>	Front headroom at 14°	904
<b>Q</b>	Rear headroom at 14°	826
<b>Y</b>	Maximum boot entry width	941
<b>Y1</b>	Lower boot entry width	899
<b>Y2</b>	Interior width between wheel arches	1,037
<b>Z</b>	Boot opening height	685
<b>Z1</b>	Maximum loading length with rear bench seat folded	1,426
<b>Z2</b>	Height under shelf	622
<b>Z3</b>	Length of load behind seats	580

	EXPRESSION NAV R90	DYNAMIQUE NAV / SIGNATURE NAV R90 Z.E. 40	DYNAMIQUE NAV / SIGNATURE NAV Q90 Z.E. 40 QUICK CHARGE OPTION	
Approval types	AGVYAO	AGVYAO	AGVYAO	
Number of seats	5	5	5	
<b>ENGINE</b>				
Engine type	5AGEN3	5AGEN3	5AGEN2	
Electric motor technology	Synchronous with rotor coil	Synchronous with rotor coil	Synchronous with rotor coil	
EEC maximum power (kW/hp) / at maximum rpm	68 (92) / 3,000 - 11,300	68 (92) / 3,000 - 11,300	65(88) / 3,000-11,300	
EEC peak torque (Nm) / at maximum rpm	220 / 250 - 2,500	220 / 250 - 2,500	220 / 250 - 2,500	
<b>BATTERY</b>				
Technology	Lithium Ion	Lithium Ion	Lithium Ion	
Total voltage	400	400	400	
Number of modules / cells	12 / 192	12 / 192	12 / 192	
On-board power (kWh)	22	41	41	
Battery weight (kg)	290	305	305	
<b>CHARGING</b>				
Chameleon™ Charger	Adaptable for single or three-phase power from 3 - 22 kW	Adaptable for single or three-phase power from 3 - 43 kW	Adaptable for single or three-phase power from 3-43 kW	
Charging time	3 kW (single phase 16a charge point)	8-9hours	15h 30 mins	
	7kW (single phase 32a found as domestic wall boxes or in public car parks)	3-4 hours	7h 30 mins	
	22kW (3 phase 32a charge point found in public car parks)	1h 45 mins (80%)	2h 40 mins	2h 40 mins
	43kW (3 phase 63a charge point found at motorway service stations)	60 mins (80%)	1h 40 mins (80%)	65 mins (80%)
<b>GEARBOX</b>				
Gearbox type	Gearbox with single-speed reduction gear bar	Gearbox with single-speed reduction gear bar	Gearbox with single-speed reduction gear bar	
Number of forward ratios	1	1	1	
<b>PERFORMANCE</b>				
Top speed (mph)	84	84	84	
0-30 mph / 0-62 mph (secs)	4 / 13.5	4 / 13.5	4 / 13.5	
<b>EEC FUEL CONSUMPTION Standard no. 93/116</b>				
NEDC <sup>(1)</sup> driving range (miles)	149	250 <sup>(2)</sup>	230 <sup>(2)</sup>	
Likely driving range in suburban driving: winter season / warmer season (miles)	71/106	124 / 186	112 / 174	
Standardized consumption (Wh/km)	133	133	146	
CO <sub>2</sub> (g/km) <sup>(3)</sup>	0	0	0	
Urban / extra-urban / mixed conditions (L/km) <sup>(3)</sup>	0 / 0 / 0	0 / 0 / 0	0 / 0 / 0	
<b>STEERING</b>				
Assisted	Yes (electric)	Yes (electric)	Yes (electric)	
Turning circle between kerbs (m)	10.56	10.56	10.56	
Number of steering wheel turns	2.73	2.73	2.73	
<b>AXLES</b>				
Front/rear axle types	Pseudo McPherson / Torsion beam rear axle	Pseudo McPherson / Torsion beam rear axle	Pseudo McPherson / Torsion beam rear axle	
Ø front/rear anti-roll bars (mm)	23 / 25	23 / 25	23 / 25	
<b>WHEELS AND TYRES</b>				
Standard wheel rims (")	15" (Expression)	16" (Dynamique and Signature)	16" (Dynamique and Signature)	
Tyre dimensions	MICHELIN ENERGY™ E-V tyres: 185 / 65 R15 and 195 / 55 R16	MICHELIN ENERGY™ E-V tyres: 185 / 65 R15 and 195 / 55 R16	MICHELIN ENERGY™ E-V tyres: 185 / 65 R15 and 195 / 55 R16	
<b>BRAKING</b>				
Continental TEVES ABS	Yes	Yes	Yes	
Emergency Brake Assist (EBA)	Yes	Yes	Yes	
Electronic brake force distribution	Yes	Yes	Yes	
ESP with UCL	Yes (+ASR)	Yes (+ASR)	Yes (+ASR)	
Front: solid disc (SD), ventilated disc (VD) Ø (mm)	Ventilated disks, 258	Ventilated disks, 258	Ventilated disks, 258	
Rear: drum (D), solid disc (SD), ventilated disc (VD) Ø (mm)	9" drum	9" drum	9" drum	
Parking brake	Manual	Manual	Manual	
<b>AERODYNAMICS AND CAPACITY</b>				
SCx	0.75	0.75	0.75	
Fuel tank (L)	0	0	0	
<b>WEIGHT (kg)</b>				
Unladen kerb weight	1,470	1,480	1,480	
Unladen kerb weight on front / rear	869 / 601	872 / 608	872 / 608	
Max. gross vehicle weight (GVW)	1,965	1,966	1,966	
Within the max. allowable front/rear GVW	1032 / 933	1030 / 966	1030 / 966	
Payload (PL) (Expression model with no options / Dynamique Zen and Dynamique Intens with all options)	140 / 60	140 / 60	140 / 60	
Max. braked / unbraked towing weight	Not allowed / Not allowed	Not allowed / Not allowed	Not allowed / Not allowed	

(1) NEDC: New European Driving Cycle, the European standard for emissions and consumption, is a method for measuring fuel consumption based on identical tests carried out on all types of vehicles in Europe, whether they are internal combustion, electric, or hybrid. It is therefore an objective test for comparing performance between models of various manufacturers but does not reflect real world range. There are two parts to the test. The vehicle is put on a roller bench and driven through the same urban cycle (cycle ECE-15) three times, followed by a single extra-urban cycle. The average of these four cycles gives the average NEDC range. Real world range will vary dependent on various factors. See Driving Range page for more information. (2) The official NEDC driving range is 228 miles (R90) and 217 miles (Q90) with 17" wheels. (3) Fuel consumption and emissions measured in accordance with applicable regulations.

# Renault services

## 4 Years warranty

Your vehicle is covered by a warranty package for up to 4 years from date of first registration (unlimited mileage during the first 24 months, followed by a further 2 years limited to a total mileage of 100,000). Your Renault Z.E. Dealer is able to repair or replace without charge, parts that are found to have a material or assembly defect that is recognised by Renault. ZOE paintwork warranty runs for 3 years and the anti-corrosion warranty for 12 years. For Twizy, the paintwork warranty runs for 2 years and anti-corrosion warranty for 6 years.

For Warranty Terms and Conditions please visit [www.renault.co.uk/warranty](http://www.renault.co.uk/warranty)

## 4 Years Renault Z.E. Assistance

Should you need it, we'll provide emergency roadside repairs or tow you to the nearest Renault Z.E. Dealer. This service is available 24 hours a day and is provided for the duration of the battery lease. For the 'i' version where the traction battery is not leased, Renault Z.E Assistance applies for a period of 48 months from the date of first registration. Assistance is provided at roadside, home and includes national recovery and onward travel. European cover is provided for 36 months from date of first registration. Renault Z.E. Assistance applies to mechanical or electrical defects which are covered by warranty.

For Renault Z.E. Assistance Terms and Conditions please visit [www.renault.co.uk/assistance](http://www.renault.co.uk/assistance)

## Servicing options\*

A Renault Service Plan or Loyalty Pack allows you to budget for the future cost of your routine servicing. It really is the hassle-free way to take care of your Renault and benefits of servicing with Renault include;

- Inflation Proof Servicing - You know exactly what you'll pay and there are no hidden costs
- Peace of Mind - No matter where life takes you, we'll be there in over 5000 workshops across Europe
- Renault Expertise & Quality - Our highly trained technicians know your Renault inside out

We have a range of products and payment types to meet the needs of practically all of our customers. For prices, please refer to the Renault Car Price Guide available at your local dealer and on [www.renault.co.uk](http://www.renault.co.uk)

## Finance options\*\*

There are a wide variety of ways in which the purchase of a new vehicle can be financed. Renault Finance offers all of them, so whether you're a fleet buyer or private buyer, Renault Finance is ideally placed to tell you which plan or combination of plans best suits your needs and circumstances.

## Renault car insurance option<sup>1</sup>

A car as well designed as your Renault deserves an insurance policy to match. Renault Insurance comes with a 5 Star Defaqto<sup>^</sup> rating and has been specifically created to provide superb protection for you and your car. In addition to a very competitive premium, Renault Insurance also includes: Renault approved parts fitted in Renault Accident Repair Centres, protecting your 12 year anti-corrosion warranty; repairs guaranteed for 3 years; a courtesy car for the duration of any repairs - subject to availability when you use an approved repairer; payment by instalments - subject to status.

### Renault car insurance:

0330 102 8833<sup>†</sup>

[www.renaultcarinsurance.co.uk](http://www.renaultcarinsurance.co.uk)

Lines are open Monday - Thursday 8.30am - 7.30pm, Friday 9am - 6pm, Saturday 9am - 5pm.

## Renault iCare

Is an innovative Service, Maintenance & Repair product that supplies Business customers with a fully supported, managed hassle free service and maintenance package.

Renault iCare is a "Pay-As-You-Go" product that insures your vehicle is maintained by Renault technical experts when work is required.

iCare provides the following benefits:

- Full Service, Maintenance & Repair cover in the Renault Dealer Network
  - Tyres can be included within the contract at an additional fixed cost
  - Ancillary equipment can also be included (at an additional fixed monthly cost)
  - Excludes: Damage/Neglect/Abuse/Glass & Bulbs
- A fixed, pre agreed pence per mile rate

- No excess mileage charges at the end of the contract
- No pooled mileage administration
- Minimalise downtime

For more information and to obtain a quote based on your requirements, please speak to your local Renault Business dealer or visit [www.renault.co.uk/icare](http://www.renault.co.uk/icare)

## Customer relations

Renault knows the value of communicating with its customers and we have established effective ways to keep in touch with you. If after speaking to your local Renault dealership you are not completely satisfied, please contact the Renault UK Customer Relations Department on 0344 3350000 (Mon-Fri 9.00am to 5.30pm, except Weds 10.00am to 5.30pm. Closed on Bank Holidays). You can also visit our website [www.renault.co.uk](http://www.renault.co.uk) Or write to us at: Renault UK Ltd, The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS.



\*For service plan terms and conditions visit [www.renault.co.uk/serviceplan](http://www.renault.co.uk/serviceplan) \*\*Finance provided by Renault Finance, P.O. Box 149, Watford, WD17 1FJ. Guarantees and indemnities may be required. You must be at least 18 and a UK resident (excludes Isle of Man and Channel Islands) to apply. Subject to status, terms and conditions apply. <sup>†</sup>Calls to 0330 numbers are free if used as part of your inclusive mobile minutes and are charged at local rates from landlines. <sup>^</sup>Defaqto is an independent researcher of financial products. <sup>1</sup>Renault Insurance is provided by Original Insurance Services Ltd, registered in England and Wales No. 05686831 at Batchworth House, Church Street, Rickmansworth, Hertfordshire, WD3 1JE and is authorised and regulated by the Financial Conduct Authority. It is underwritten by Allianz Insurance plc, registered in England No. 84638 at 57 Ladymead, Guildford, Surrey, GU1 1DB. Allianz Insurance plc is authorised by the Prudential Regulation Authority and regulated by the Financial Conduct Authority and the Prudential Regulation Authority (Financial Services Register No. 121849). Renault UK Limited (company number 82932), registered at The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS.

Continue the Renault ZOE experience  
at [www.renault.co.uk](http://www.renault.co.uk)



Renault are part of “Go Ultra Low”, the new Government-backed campaign promoting the purchase and use of ultra low emission vehicles by private consumers as well as commercial and fleet vehicles.

This campaign is unique. It is a jointly funded partnership between government and five leading global vehicle manufacturers, all committed to delivering great vehicle performance and lower emissions. Renault is proud to be part of this campaign. It is a proactive approach to raise awareness of the fantastic innovations on our roads today and innovation is at the heart of the automotive industry.

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