



VEHICLE & INFORMATION GUIDE

Renault Zoe

24/7 CLUBHOUSE TEAM:

HelpDeskSupport@EnterpriseCarClub.co.uk

0345 266 9290

THE ENTERPRISE CAR CLUB CODE: THE THINGS TO ALWAYS REMEMBER WHEN USING ENTERPRISE CAR CLUB

1. CHECK FOR AND REPORT DAMAGE BEFORE STARTING YOUR RESERVATION TO ENSURE YOU ARE NOT CHARGED FOR DAMAGE THAT YOU DIDN'T CAUSE
2. RETURN ON TIME - THE NEXT MEMBER MAY BE WAITING. IF THEY'RE NOT THE APP WILL ALLOW YOU TO EXTEND YOUR RESERVATION
3. NO SMOKING & NO PETS
4. ALWAYS LEAVE AT LEAST ¼ TANK OF FUEL, OR IF DRIVING AN ELECTRIC VEHICLE, PLUG IT IN TO CHARGE AT THE END OF YOUR RESERVATION IN ITS DEDICATED BAY USING THE CABLE AND CHARGING CARD PROVIDED
5. KEEP IT CLEAN & REMOVE RUBBISH
6. SAFEGUARD KEYS & FUEL CARDS
7. PARKING TICKETS ARE YOUR RESPONSIBILITY AND MUST BE PAID FOR DIRECTLY BY YOU
8. AVOID SPEEDING & OTHER TRAFFIC OFFENCES AS THESE WILL BE PASSED ON TO THE MEMBER WITH AN ADMINISTRATION FEE

Find out more www.EnterpriseCarClub.com/CarClubCode

Noncompliance:

Those found in breach of the above could be liable for a fine, along with the cost of any corrective actions - examples below;

Vehicle returned in poor condition: The next driver reports that the vehicle has been left in an unacceptable condition at the start of their reservation. This includes, but is not limited to rubbish or mess, lights or ignition left on, windows left down, seats not passenger-ready, key in ignition, evidence of smoking/pets etc. Then the previous renter is liable to pay a fine and if necessary, the cost of any specialist cleaning.

Late Return: When returning a vehicle late, the first 15 mins will be charged at the standard rate of the vehicle, plus a small per minute fee. Additional fees will be charged if you run over 15 mins, plus the cost of alternative travel if another member is inconvenienced.

Find out more www.EnterpriseCarClub.com/PoliciesandCharges

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RENAULT ZOE VEHICLE GUIDE

Things you may need to know
for this specific vehicle

Before starting your journey in an EV please check the Charge Card operator & the type of charging cable and plan your route accordingly, ensuring you have enough range to either complete your journey or reach your next charging point.

MAKING SURE YOUR RENAULT ZOE IS READY TO GO



RENAULT ZOE VEHICLE GUIDE



Getting started.

Arriving at the vehicle you should see the charging cable linked from the front of the vehicle to the charge post.

All of our electric vehicles have their own charging cable, which should always be safely stored inside the vehicle and out of sight (i.e. in the boot) unless being used to charge the vehicle. Some charge posts have their own dedicated cable, in which case you will not need to use the one provided with the vehicle.

The cable cannot be removed without following the next steps.



TO STOP CHARGING*:

1. RETRIEVE THE CHARGE CARD

Open the glovebox and remove the card from the in-car PIN-pad.

2. ENSURE THAT THE CHARGE CONNECTOR LOCK IS NOT ENGAGED

Located on the dashboard to the right-hand side of the steering wheel, press the charger release/unlock button (as shown in images below)

3. REMOVE THE CHARGING CABLE FROM CHARGE CONNECTOR ON THE VEHICLE

Pull the charging cable out from the charging connector on the vehicle. Some charging cables have a release or 'trigger' button you will need to press.

4. REMOVE THE CHARGING CABLE FROM THE POWER POINT – (SKIP TO STEP 5 IF THE CHARGE POST HAS ITS OWN DEDICATED, PERMANENTLY ATTACHED CABLE)

Take the Charge Card and place it against the contactless card section on the charging post for at least 2 seconds (If it has one). The display screen will then indicate that you can remove the cable from both the charging point and the vehicle. Remove the cable from the charging point and return to the boot of the vehicle. *Charging cables vary and may look slightly different.

5. CLOSE ALL CHARGING PORT CAPS AND COVERS ON THE VEHICLE



IMPORTANT:

When first starting your reservation, If the vehicle has not been left on charge by the previous member please report it to the Clubhouse and ensure the charge cable is accounted for. You must detach the charging cable and close all port covers on the vehicle before driving away, keeping the keys on you at all times in case the vehicle locks. The process to place a vehicle on charge, and take a vehicle off charge can vary between charge post, each of which will have detailed instructions and a customer support number.

SETTING OFF IN YOUR RENAULT ZOE

The Renault Zoe is operated with a keyless fob, rather than placing a key in the ignition. To lock, unlock and start the vehicle you will need the key with you. When pushing the start/stop button to turn on the vehicle, please hold the keyless fob nearby when turning the vehicle on.

1. TO START THE VEHICLE

Simultaneously push down on the brake pedal and push the power button to the left of the steering wheel to start the vehicle (see image overleaf). The car will do a quick system check, and READY will illuminate green in the dashboard indicating the vehicle is good to go. Please note the vehicle engine is very quiet.

2. CHECK THAT THE READY TO DRIVE INDICATOR LIGHT ILLUMINATES

3. RELEASE THE PARKING BRAKE

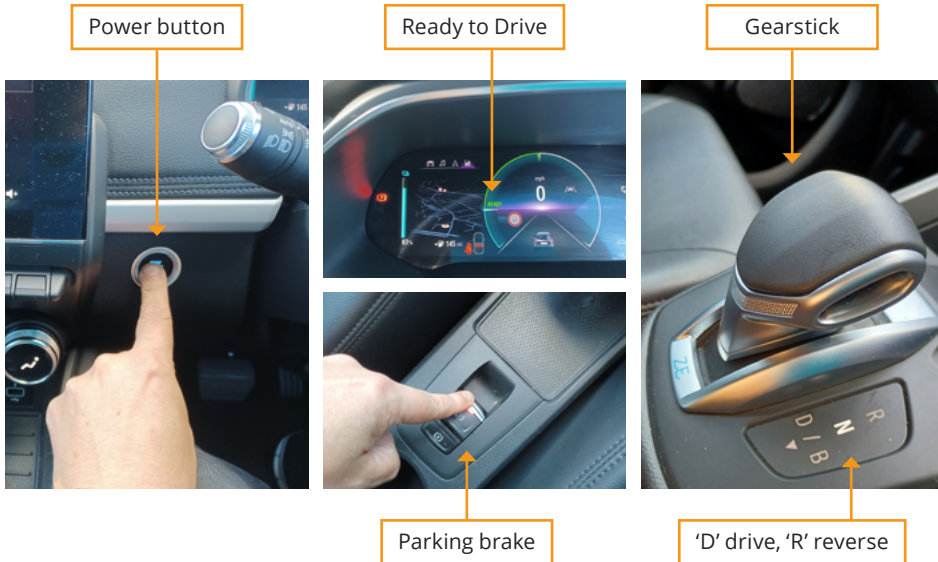
The parking brake is located on the centre console, in between the driver and front passenger seat (see image overleaf). To release the parking brake, simply push the parking brake (P) button downwards whilst your right foot is on the brake.

4. DRIVING AWAY

Whilst keeping your foot firmly on the brake pedal, select either 'D' for drive or 'R' for reverse. By slowly lifting your foot off the brake pedal the vehicle will begin to move.

5. THE CENTRE AUTOMATIC GEARSTICK

The gearstick for this vehicle is located on the centre console (see image below). To put the vehicle in DRIVE, simply pull down (towards the rear of the vehicle). To select REVERSE, push the gearstick up (towards the front of the vehicle).



IMPORTANT:

Always ensure you have enough mileage to return to a power point, if you run out of power you will be liable for all recovery fees.

THE RENAULT ZOE DASHBOARD



1. FOOTBRAKE LIGHT
2. 'READY TO DRIVE' INDICATOR
3. POWER METER
4. BATTERY PERCENTAGE
5. ESTIMATED RANGE

IMPORTANT:

A fully charged electric vehicle battery can range anywhere from 100-250 miles - each vehicle will display the battery charge % as well as the predicted mileage range on the dashboard.

The battery range of an electric vehicle is dependent on the vehicle, cargo and driving style. Therefore, if you are carrying multiple passengers and baggage, you will be able to travel less miles on a fully charged battery than if you were travelling alone without any baggage.

*How far you can travel depends on the way that you drive.

CHARGING YOUR RENAULT ZOE

TO START CHARGING:

1. Ensure that you have placed the vehicle into PARK by pressing the 'P' button on the gear-pad, applied the parking brake and switched off the vehicle.
2. Unlock the vehicle's charge port covers by pressing the charge port unlock button on the right hand-side of the dashboard (see image below).
3. Connect the vehicle to the charge post using the charging cable provided with the vehicle, or if the charge post has a dedicated cable, using the dedicated cable.
4. Follow the instructions on the charge post to ensure the vehicle is placed on charge. Some charge posts have digital touch-screens with prompts that you will need to follow.

*Should any issues arise when placing the vehicle on charge, call the Clubhouse on 0345 266 9290



RETURNING YOUR RENAULT ZOE



Now you have finished with the Renault Zoe, don't forget to charge it for the next member.

ONCE BACK IN THE VEHICLES ORIGINAL, DESIGNATED PARKING BAY, PLEASE FOLLOW THE BELOW STEPS TO LEAVE IT ON CHARGE FOR THE NEXT MEMBER.

1. TURN OFF THE VEHICLE AND OPEN THE VEHICLE CHARGE PORT COVER

To start with, please ensure that the vehicle is in the park (P) position (see image 1 overleaf) and apply the parking brake (see image 2 overleaf). Turn the vehicle off by pressing the power button located to the lower left of the dashboard behind the steering wheel (see image 3 overleaf). Press the charge port unlock button (see image 4). Retrieve the Charge Card from the glovebox.

2. CONNECT THE CHARGING CABLE TO THE CHARGING POST - (SKIP TO STEP 3 IF THE CHARGE POST HAS ITS OWN DEDICATED, PERMANENTLY ATTACHED CABLE)

Place the charging card against the contactless card section on the charging post for at least 2 seconds (If it has one). The display screen will then indicate to plug in the cable.

3. CONNECT THE CHARGING CABLE TO THE VEHICLE

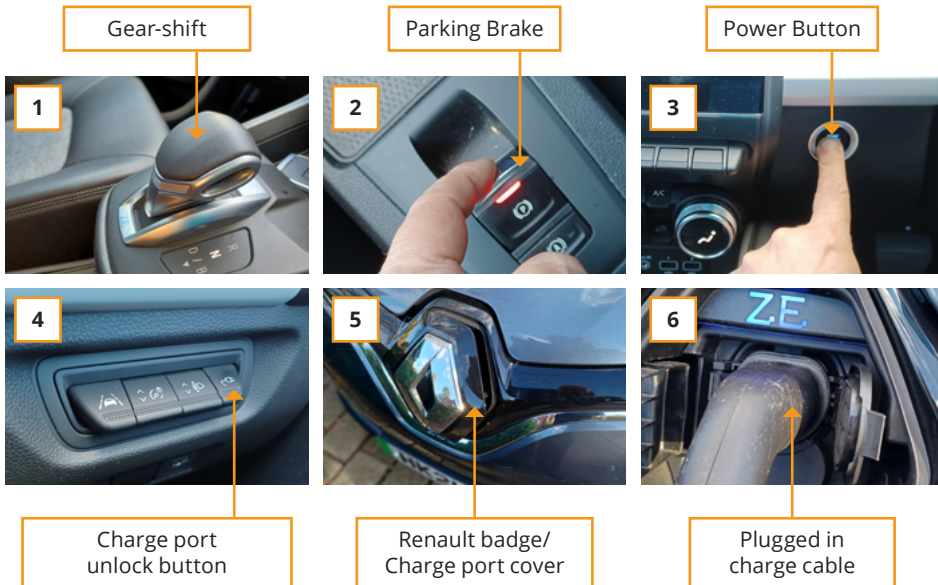
Lift the Renault badge on the front of the vehicle (see image 5), which also acts as a Charging port cover. (if it is locked in place double-click the unlock button on the car key and check you have pressed the charge port unlock button (image 4)). Place the charging cable into the vehicle charging port (see image 6). Do not pull on the cable once it has been inserted as it is locked in place.

4. RETURN ALL NECESSARY ITEMS TO THE PIN-PAD

Please ensure the keys and Charge Card have been returned to the PIN-pad (and any other required items) before ending your reservation and locking the vehicle. For information on ending your reservation see "Starting and Ending your reservation using the in-vehicle PIN-pad" section below. * If you are unable to place the vehicle back on charge or in its allocated bay please contact the Clubhouse by calling 0345 266 9290.

IMPORTANT:

Plugging the charging cable back into the post and the vehicle ensures that it can be kept charging ready for the next user. Failure to connect the Renault ZOE to the charge post and ensure it is left charging for the ext user carries a penalty of £30 plus.



PLEASE NOTE:

If you are unable to place the vehicle back in bay please contact clubhouse for alternative parking information.

DRIVING EFFICIENCY IN THE RENAULT ZOE



Get the most from your journey

HOW ECONOMICAL IS MY DRIVING?

THE VEHICLE'S DRIVING RANGE ALL DEPENDS UPON YOUR OWN PERSONAL DRIVING STYLE. HERE'S HOW YOU CAN INCREASE YOUR DRIVING RANGE:

1. Maintain a steady speed within the legal speed limit.
2. Flatter routes are more economical than hilly ones – even if they are slightly longer.
3. Using Less Heating and air conditioning can help contribute to a higher mileage range, however we recommend you keep to a temperature that you are comfortable with.
4. Warm-up, cool-down, and defrost the vehicle whilst it is still plugged into, and charging at a charge post - Especially on cold winter days.
5. Carrying less cargo and baggage can help get more miles from the battery charge.
6. When on charge, the vehicle will naturally start to charge slower once it has reached 80% battery charge. For this reason it is most efficient to put the vehicle on charge when it reaches lows of c.20% and take it off charge when it reaches highs of c.80%.



HANDY TIPS FOR THE RENAULT ZOE

CHARGE POST TROUBLESHOOTING

If at any point the charge post does not connect correctly or does not recognise the card, you can call the relevant number for the charge post operator to reset the charge post. Each charge post will have a customer service number along with detailed instructions on how to use that particular charge post.

If there is an issue with the charge post located at the vehicles original designated bay please contact the Clubhouse on 0345 266 9290 and inform them of this issue – they will then be able to advise on what to do with the vehicle when ending the reservation.

Contact numbers for some charge post operators are below:

EVOLT – 020 8515 8570

CHARGE YOUR CAR – 01912 650500

CHARGE PLACE SCOTLAND – 0141 648 0750

BP CHARGEMASTER – 0330 016 5126

PLEASE NOTE ALL IONIQS MUST BE CORRECTLY PUT BACK ON CHARGE WHEN YOU HAVE FINISHED YOUR JOURNEY.



TYRE INFLATION KIT

This vehicle does not have a spare tyre. The emergency tyre puncture repair kit is supplied with the vehicle instead of a spare tyre. It can be used to temporarily repair minor tire punctures. If possible, have the vehicle towed to a facility that can repair or replace the flat tyre.

Using the emergency tyre puncture repair kit may cause a malfunction of the tyre pressure sensor and cause the low tyre pressure warning light to illuminate.

The tyre inflation kit is located in the boot where a spare wheel would normally be kept.

WHAT IF I BREAKDOWN?

In the event of a breakdown, please ensure you have stopped the vehicle on the roadside in a safe manner before calling our 24/7 Clubhouse line on 0345 266 9290

Please note – dependant upon the circumstances you may be liable for any costs incurred.

LI-ION BATTERY

When a destination is set in the navigation system (if so equipped) that exceeds the available vehicle range, the navigation system automatically searches the location of near by charging stations. When the nearby charging station locations are displayed, charge the Li-ion battery as soon as possible.

IMPORTANT:

Please note that the inflation kit must only be used to seal a puncture located across the central tyre tread. It will not repair sidewall tyre damage. Please contact the Clubhouse for further information if you have a puncture 0345 266 9290.





GENERAL INFORMATION GUIDE

Things you may need to know whatever
Enterprise Car Club vehicle you are in

HELPFUL LINKS:

The Car Club Code: www.EnterpriseCarClub.co.uk/CarClubCode

Membership Policies and Other Charges: www.EnterpriseCarClub.co.uk/Charges

Frequently Asked Questions: www.EnterpriseCarClub.co.uk/FAQ

User & Video Guides: www.EnterpriseCarClub.co.uk/UserGuides

CHECKING THE VEHICLE FOR DAMAGE

REPORT PRIOR DAMAGE BEFORE YOU DRIVE
AND YOU WON'T BE HELD RESPONSIBLE.



1. GRAB THE DAMAGE EVALUATOR*

Check the interior and then do a quick walk around the outside of the vehicle.

*Item shown not to scale/actual size

DAMAGE EVALUATOR	
Body Damage is: Any dent or scrape that exceeds the largest circle Any scratch that is both through the paint (disregard) and exceeds the largest circle Holes and tears regardless of size	Bumper Damage is: Cracks and dents that cannot be completely covered by the Damage Evaluator Holes or tears regardless of size Dents larger than the largest circle Any hole or crack in the bumper that is not damage
Roof Damage is: Any hole or dent larger than the smallest circle	Glass Damage is: A star or crack larger than the middle circle A star or crack that completely covers existing damage from the side of the viewing angle of panel Any star or crack in the companion mirror area
Wheel Damage is: Any hole or crack in the tire	Tire Damage is: Any cut, gouge, tear or bulge in the sidewall of the tire Any puncture or foreign object in any area of the tire

2. REPORT IT - WE'LL FIX IT

Let us know about dents, dings or scratches on the exterior body of the vehicle that exceed the guidance provided on the Damage Evaluator. Please also inform us of the following:

- Any maintenance lights or warning lights not working
- Any concern that makes you feel unsafe to drive
- Interior damage or odours
- Missing fuel/charge card

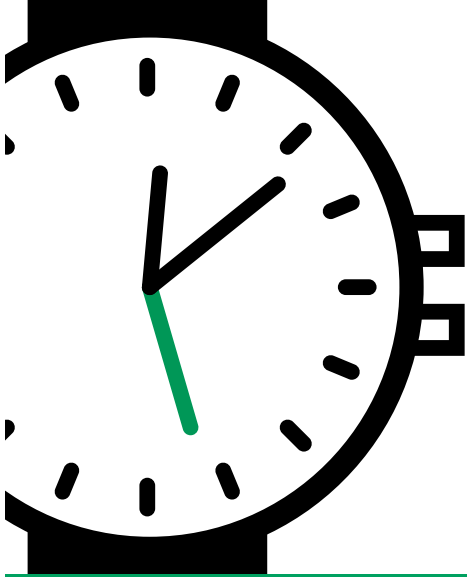


Call or email us to make a report.

BEFORE DRIVING AWAY, check the fuel/charge card is present, for any damage or vehicle issues and report them to our Clubhouse team immediately to avoid being held responsible. For Electric Vehicles, please also check that the charging cable is present. Additionally, failure to report damage could result in suspension or termination of membership.*

Call us on 0345 266 9290 or you can email images to helpdesk@enterprisecarclub.co.uk

*Refer to your membership terms and conditions for additional information on member responsibilities for reporting vehicle damage.



EXTENDING OR AMENDING A RESERVATION

CANCEL / CHANGE A RESERVATION

We know that plans can change. If you need to cancel or change a reservation, you can do so online, on the Enterprise Car Club app, or by calling the Clubhouse before your reservation begins (booking charge applies).

You can extend your reservation from within the vehicle by 15-minute increments. To do so, simply press menu on the PIN-pad in the glove box and follow the instructions. You can also extend your reservation via our mobile app or website. If in doubt please call the Clubhouse team (free from the PIN-pad in the glovebox).

To avoid extra charges and to be considerate of other members, notify us that you are running late or need to extend your reservation.

You can cancel up to 5 hours before your reservation begins for free. If you cancel, shift or shorten with less than 5 hours notice, you will be billed for the cost of the reservation up to a maximum of £30.



STARTING AND ENDING YOUR RESERVATION USING THE IN-VEHICLE PIN-PAD



ENTER YOUR PIN AND TAKE THE KEYS

Open the glovebox. Once you have entered your PIN (which you set-up when you first joined) and answered the questions on the keypad, ensuring you press '1' to confirm, the keys will be released. The vehicle is now mobilised and you can now use the vehicle keys to start the engine and unlock & lock the vehicle during your reservation. If you have forgotten your PIN, you can update it by logging into your account on the Enterprise Car Club Website.

1. RETURN VEHICLE

Return the vehicle to where you picked it up from and park it in its designated location. (See your booking confirmation for details).

2. RETURN KEY

Turn off the ignition and return the keys by slotting them into the PIN-pad in the glovebox. Follow the steps on the PIN-pad, answering any questions when prompted.

3. END THE RESERVATION

Exit the vehicle but do not manually lock the doors using the keys. End the reservation using the app or by holding your membership card (if you have one) over the card-reader on the windscreen until the light turns red and the doors lock. Once the doors lock, your reservation has ended.



REFUELLING AND RECHARGING THE VEHICLE



For helpful information and a video guide on this topic search online for: **Enterprise Car Club User Guides**



Please remember to return with over a 1/4 tank or if driving an electric vehicle, to place it on charge at the end of your reservation using the cable and charging card provided.

Refuel/Recharge using the Chip-and-PIN fuel card or charge card.

If required, the unique 4-digit PIN can be found on your booking confirmation. The card is located in a slot on the back-side of the PIN-pad, inside the vehicle's glovebox. Alternatively, it can be found on the side of the dashboard, to the right of the steering wheel – this is only be visible when the driver's side door is open.

REFUELLING:

- Switch off the ignition and retrieve the fuel card
- Check whether the vehicle takes petrol or diesel, and fill up the vehicle as normal
- Use the fuel card to pay at the kiosk after filling up
- The required PIN can be found on your reservation confirmation email
- Return the card to where you retrieved it on the PIN-pad

RECHARGING:

Your booking confirmation will contain details of how to charge your Electric Vehicle. If you need to charge during your booking and the charge card does not work at the charging point you are using, you can easily claim back the cost via our mobile app.

WHAT TO DO IN THE EVENT OF AN ACCIDENT OR BREAKDOWN



Take these steps in the event of an accident.

1. CALL 999 IF ANYONE NEEDS MEDICAL ATTENTION

Make sure that your passengers are safe at all times.

2. REMAIN AT THE SCENE

If the vehicle is drivable, move off the road and out the way of traffic. Turn the vehicle engine off and turn the hazard lights on if necessary.

3. GATHER THIRD PARTY DETAILS

Record contact details and vehicle registration. You will need to relay this information to the Clubhouse team.

4. CALL CLUBHOUSE FROM THE SCENE

Any accident or new damage must be reported to us immediately, before you leave the scene. We are available 24/7 to take your call on 0345 266 9290 or you can email images to helpdesk@enterprisecarclub.co.uk

5. WHAT IF I BREAKDOWN?

In the event of a breakdown, please ensure you have stopped the vehicle on the roadside in a safe manner before calling our 24/7 Clubhouse line on 0345 266 9290

Please note – dependant upon the circumstances you may be liable for any costs incurred.





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CONTACTING THE CLUBHOUSE

If you are unable to place the vehicle back in its allocated bay, need to extend your reservation or have any questions, you can contact the Clubhouse by calling 0345 266 9290. Alternatively, you can use the in-car PIN-pad to select these options by using the menu button.

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