

## All models registered from 18th December 2019

### The RENAULT Dealer Z.E. Network ("Renault NETWORK") offers:

- Technicians, specially trained in the maintenance and servicing of your Z.E. Vehicle
- Diagnostic equipment integrating the latest technology both for fault finding as well as repairs
- Accident repair specialists approved by respected insurance companies
- Original equipment spare parts guaranteed by the manufacturer assuring you quality and reliability
- A complete range of accessories
- A comprehensive European and UK network (see Geographic Coverage below)

### RENAULT Services

- The Renault New Vehicle Warranty .....	2
- The Renault Traction Battery Warranty .....	4
- The Renault Anti-Corrosion Warranty .....	5
- The Renault Paintwork Warranty .....	6
- Renault Vehicle Conversions .....	6

### Note: Your statutory rights are not affected by the terms of this Warranty

Some items and parts are subject to further age and mileage restrictions (see table 1.2).

## SUMMARY OF COVER

Table 1.1 Renault Warranty Summary	Warranty Period (from date of first registration)	Mileage limitation	
<b>Renault (Base) Vehicle Warranty</b>			
All non LCV models	5 Years	Unlimited for first 24 months, then limited to a total of 100,000 miles or 5 years, whichever comes first.	
LCV models	3 Years	Unlimited for first 24 months, then limited to a total of 100,000 miles or 3 years, whichever comes first.	
<b>Renault Electric Powertrain Warranty</b>			
All non LCV models	5 Years	Unlimited for first 24 months, then limited to a total of 100,000 miles or 5 years, whichever comes first.	
LCV models	4 Years	Unlimited for first 24 months, then limited to a total of 100,000 miles or 4 years, whichever comes first.	
<b>Renault Traction Battery Warranty</b>			<b>Battery Capacity</b>
ZOE i	8 Years	Limited to a total of 100,000 miles, whichever comes first.	66%
Kangoo Z.E. 33 i and Master Z.E. i	5 Years	Limited to a total of 100,000 miles, whichever comes first.	70%
<b>Renault Anti – Corrosion Warranty</b>			
All Models (Except Twizy & Master)	12 Years	Unlimited	
Twizy, Master	6 Years	Unlimited	
<b>Renault Paintwork Warranty</b>			
All Models	3 Years	Unlimited	
Twizy	2 Years	Unlimited	

Table 1.2 Renault Limitations (all models, cars and LCV)	
Age from first registration/ Mileage, whichever comes first	Item
6 months/6,000 miles	Wiper Blades front and rear
12 months / 12,000 miles	Bulbs (headlights/ indicators/ brake lights)
24 months /6,000 miles	Brake pads front and rear
24 months/ 12,000 miles	Shock Absorbers/ Brake Discs/ Drums
24 months / 24,000 miles	Clutch Disc
36 months/ 60,000 miles	12V Batteries Interior (dashboard, steering wheel, trims, seats, Bluetooth system) Notwithstanding the standard Renault corrosion warranty, the following Body parts and panels: the body, subframe, sealing, bumper, windows, badges)

### RENAULT UK LIMITED

The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS Tel: 0344 335 0000 www.renault.co.uk  
Registered Office: The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS – Registered Number 82932 – England  
Authorised and Regulated by the Financial Conduct Authority.

## **Renault Services The Renault New Vehicle Warranty**

### **Duration of the Warranty**

Your new vehicle (the "Vehicle") is protected by this RENAULT New Vehicle Warranty (the "Warranty" provided by Renault UK Ltd). This means the Vehicle is guaranteed on the terms and conditions set out in the Warranty against any defect relating to material, fitting or manufacturing fault under the Warranty for a period of 24 months, without limitation of mileage, from the date your Vehicle is first registered (the "Registration Date") to you (the "Customer") as shown on the Warranty & Service Sheet given to you when you take delivery of the Vehicle. In addition, the non LCV models Warranty will run from the 25th month to the 60th month after the Registration Date or until your new Vehicle has been driven 100,000 miles, whichever comes first. For LCV models, the Warranty will run from the 25th month to the 36th month after the Registration Date or until your new Vehicle has been driven 100,000 miles, whichever comes first. Any mileage covered by the Vehicle prior to the Registration Date will be included in this mileage limit figure.

### **Geographic Coverage**

The Warranty applies to any Vehicle sold new in the United Kingdom as long as it remains registered in one of the following European countries: UNITED KINGDOM – ANDORRA – AUSTRIA – BELGIUM – BULGARIA – CROATIA – CYPRUS – DENMARK – ESTONIA – FINLAND – FRANCE – GERMANY – HUNGARY – ICELAND – IRELAND – ITALY – LATVIA – LICHTENSTEIN – LITHUANIA – LUXEMBOURG – MALTA – MONACO – NORWAY – NETHERLANDS – POLAND – PORTUGAL – ROMANIA – SAN MARINO – SLOVAKIA – SLOVENIA – SPAIN – SWEDEN – SWITZERLAND

If the Vehicle is registered in one of the countries inside the geographic zone (detailed above) other than the United Kingdom, the Warranty of the country of first registration will be applicable. If a Vehicle is likely to be principally used or registered outside the geographic zone detailed above, the Customer cannot benefit from the Warranty and the Warranty will be invalid. Please contact your nearest RENAULT Dealer for advice in these circumstances.

### **Servicing**

The Vehicle must be serviced according to approved RENAULT standards as described to the Customer in the Driver's Handbook in order not to risk invalidating the Warranty should an incident be due to the lack of or quality of servicing.

### **Scope**

#### **Benefits to the Customer:**

- This Warranty covers the cost of repair or replacement of defective parts to repair a material, assembly or manufacturing defect recognised by the manufacturer when carried out by a member of the authorised RENAULT Network. It also covers consequential damage to the Vehicle resulting from the principal defect. It is up to RENAULT, in consultation with the relevant RENAULT Network member, to decide whether it is appropriate in the circumstances to repair or replace any faulty part.
- The Vehicle includes the base Vehicle and Electric Powertrain, excluding the Traction Battery.

#### **Electric powertrain consists of:**

1. Motor
2. Reduction Gear
3. Charger – Box Interconnection
4. EVC Controller
5. Inverter
6. DCDC Converter
7. Connecting High Voltage Cables (between these components)

#### **The Warranty does not cover:**

- The indirect consequences of any fault (including but not limited to loss of business, length of time off the road).
- Any components of the Vehicle that have been changed following the Registration Date and the consequences (including but not limited to damage, premature wear, alterations) of such changes on other parts or components of the Vehicle or on the Vehicle's specifications.
- Any routine servicing agreed with the Customer on purchase of the Vehicle, recommended by RENAULT, detailed on the Warranty & Service Sheet (provided by the Renault Dealer) or which the Customer chooses to undertake.
- The replacement of parts damaged as a result of normal wear and tear. This includes (but is not limited to) items such as brake, wiper blades and trim. However, such items are covered if replacement is required as a result of manufacturing or material defect.
- The damage resulting from poor Vehicle maintenance, especially when any instructions concerning the treatment, servicing frequency or care to be taken with regard to the Vehicle detailed on the Warranty & Service Sheet or in the Driver's Handbook have not been observed.
- Damage caused by the following:
  - Accidents and resulting impacts (including without limitation) scratch marks, chipping caused for any reason.
  - Failure to comply with RENAULT's recommendations as advised to Customers in any medium from time to time.

#### **RENAULT UK LIMITED**

The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS Tel: 0344 335 0000 [www.renault.co.uk](http://www.renault.co.uk)  
Registered Office: The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS – Registered Number 82932 – England  
Authorised and Regulated by the Financial Conduct Authority.

- Effects associated with atmospheric pollution, effects of plant resin, effects of animal pollutants such as bird droppings, effects of chemicals.
- Transportation of products.
- The fitting of non-RENAULT approved accessories.
- The fitting of RENAULT approved accessories installed without following RENAULT's recommendations as provided with the accessory or shown on the packaging or advised to the Customer by RENAULT and/or the RENAULT Network from time to time.
- Damage caused by events beyond RENAULT's reasonable control, including but not limited to: Lightning, fire, floods, earthquakes, acts of war, terrorism, civil commotion, sabotage, vandalism, acts of God, riots and attacks.
- The replacement of tyres, other than when required as a result of a manufacturing defect with the Vehicle. Should there be a defect with the tyre itself, the Tyre manufacturer's agent should be contacted. Your Renault Dealer will be able to assist you.

## How does the Warranty work?

### To benefit from the Warranty, the Customer must:

- Make sure the Warranty & Service Sheet does actually show the Registration Date for the Vehicle on which entitlement to the Warranty depends.
- Go to any member of the RENAULT Network and authorise it to carry out work covered by and detailed in the Warranty.
- Present the Driver's Handbook with the Service sheets duly filled in, justifying the entitlement to Warranty and to show that the servicing operations recommended by RENAULT have indeed been carried out.
- Have one of the RENAULT Network workshops record or point out in writing, as soon as possible, any fault covered by the Warranty.
- If the Vehicle is off the road and cannot be driven to a RENAULT Network member, the Customer shall contact the nearest member of the RENAULT Network.

## Important Points to Note

### The Warranty does not apply and RENAULT and the RENAULT Network members are not held responsible when:

- The Vehicle has been used under conditions that do not conform to those stated in the Driver's Handbook, the Warranty & Service Sheet and these Warranty Terms and Conditions (for example: overloading or the Vehicle has been entered in any sort of sporting competition).
- The fault recorded relates to the fact that the Vehicle has not been repaired, maintained or serviced to the standard recommended by RENAULT.

## Adjustments under the new Vehicle Warranty

The operations involved in various adjustments (wheel alignment/balance, openings, steering wheel centring, wiper blades etc.) are covered only once under the Warranty. Except where the operation follows replacement under Warranty of a component or element which requires further adjustment.

## Compliance with Recall Notices

In the event that RENAULT contacts the Customer directly in respect of product safety recalls and quality realignment notices, these must be complied with in full. Failure to comply will invalidate the Warranty for any particular incident or claim relating to the product safety recall or quality realignment notice.

## Duration

All parts and labour services supplied under the Warranty are guaranteed under the terms of the Warranty until it expires irrespective of when during the Warranty period any parts and/or labour services are supplied (for example, if a spare part is supplied free of charge under the Warranty for non LCV models in the 58th month of the Warranty period, it will only be covered under the Warranty until the expiry of the Warranty in the 60th month, or the mileage limit, whichever comes first).

## Ownership of Parts Replaced

In return for the replacement parts fitted by RENAULT under the Warranty, the part(s) replaced within the scope of the Warranty rightfully become the property of RENAULT and the part(s) may be retained by the Dealer.

## Transfer of ownership of the Vehicle

Transfer of ownership of the Vehicle does not alter the terms and conditions of the Warranty.

## Geographic Coverage

Outside the country of purchase, the Warranty will be valid under the same conditions as in the country of origin as long as the Vehicle remains registered within the geographic zone covered by the Warranty set out on page 2.

## RENAULT UK LIMITED

The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS Tel: 0344 335 0000 [www.renault.co.uk](http://www.renault.co.uk)  
Registered Office: The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS – Registered Number 82932 – England  
Authorised and Regulated by the Financial Conduct Authority.

DEC 2019

## **Renault Services** The Renault Traction Battery Warranty

**The Traction Battery Warranty – “i” versions only (applies where the Traction Battery is not subject to a lease agreement).**

**Where the Traction Battery is subject to a lease agreement, separate terms and conditions apply (please refer to the relevant Agreement).**

The Traction Battery in ZOE i , Kangoo Z.E. i and Master Z.E. i models are provided with a Warranty subject to limitations on age, mileage and the minimum battery capacity level as set out below.

The Traction Battery Warranty forms part of the Warranty and is subject to the same terms and conditions as the Warranty except that the additional conditions detailed herein also apply.

In the event of any conflict between the terms of the Warranty and Traction Battery Warranty, the Traction Battery Warranty terms will apply.

### **Traction Battery Warranty Limitations**

**The Traction Battery Warranty applies from the Registration Date of the Vehicle as follows:**

- ZOE i: 8 years or 100,000 miles or below 66% minimum battery capacity (whichever comes first).
- Kangoo Z.E. 33 i and Master Z.E. i: 5 years or 100,000 miles or below 70% minimum battery capacity (whichever comes first).

### **Geographic Coverage**

The Battery Traction Warranty covers the same geographic zone as the Warranty.

### **Scope of the Traction Battery Warranty**

If the Traction Battery falls below the minimum battery capacity level and the Vehicle is within the age or mileage limitations referred to above, the decision as to whether it will be repaired or replaced will be at RENAULT’s discretion.

### **The Warranty does not cover:**

- Any damage or fault caused by failure to comply with the Manufacturer’s recommendations in the use, charging, storage and servicing of the Traction Battery;
- Any damage or fault caused by failure to repair the Vehicle and/or Traction Battery, further to detection of an issue;
- Any modifications which are made to a Traction Battery by the Customer;
- Damage caused by the following:
  - The use of a non-Renault approved charging cord (cable/device)
  - Charge from an installation or charging point which is defective.
- Damage resulting from a battery charge not meeting the recommendations as stated in the Driver’s Handbook.

## **Renault Services The Renault Anti-Corrosion Warranty**

### **The Anti-Corrosion Warranty**

The Anti-Corrosion Warranty forms part of the Warranty and is subject to the same terms and conditions as the Warranty except that the additional conditions detailed herein also apply.

In the event of any conflict between the terms of the Warranty and Anti-Corrosion Warranty, the Anti-Corrosion Warranty terms will apply.

### **Duration of the Anti-Corrosion Warranty**

**The Anti-Corrosion Warranty applies from the Registration Date of the Vehicle as follows:**

- All Vehicles (except Twizy, Master): 12 years
- Twizy, Master: 6 years

### **Geographic Coverage**

The Anti-Corrosion Warranty covers the same geographic zone as the Warranty.

### **Scope of the Anti-Corrosion Warranty**

RENAULT guarantees only the bodywork and sub-frame of all RENAULT Vehicles against perforation originating from the interior of the Vehicle where the corrosion is due to a manufacturing or material fault or a problem concerning application of anti-corrosion products to Vehicle metalwork ("Protection Products") by RENAULT or a RENAULT Network Member.

The Anti-Corrosion Warranty covers repair or replacement of corroded parts of the Vehicle's bodywork and sub-frame subject to them being a result of a manufacturer defect, material fault or the application of anti-corrosion products recommended by the manufacturer.

It is the RENAULT workshop's responsibility to decide whether repair or replacement of these parts is required. The RENAULT workshop will inform the Customer of this.

**The RENAULT Anti-Corrosion Warranty does not cover:**

- Items outside the scope of the Warranty or damage not covered by the Warranty, as specified on pages 2 to 3 of these Warranty Terms and Conditions.
- Mechanical elements that are not an integral part of the bodywork or subframe (including but not limited to alloy wheels).

### **Conditions under which the Anti-Corrosion Warranty will apply**

To benefit from the Anti-Corrosion Warranty, the Customer must approach any member of the RENAULT network displaying the make's brand, which are the only organisations able to carry out operations under this Warranty.

The Customer must present the Driver's Handbook with the Service sheets duly documented (validation of the anti-corrosion check) to justify entitlement to the Warranty.

The application of the Anti-Corrosion Warranty depends on the anti-corrosion inspections carried out on the bodywork, subframe and underbody. The inspections must be carried out at the mileages stated on the Warranty & Service Sheet and at least once every two years. The periodic services within the RENAULT Network include these inspections.

In the event of the Customer requesting the Anti-Corrosion inspection carried out other than during the periodic service, the resultant costs for this inspection will be payable by the Customer.

At the time of these inspections, the Customer will check that the professional who has carried out the operation has properly filled in all relevant anti-corrosion and subframe checks, thus validating the Anti-Corrosion Warranty procedure. The Customer shall arrange for repairs to be carried out as soon as possible.

The application of the RENAULT Anti-Corrosion Warranty also depends on the repairs to the bodywork and the subframe being carried out in compliance with RENAULT's recommendations. The refurbishment operations or replacement of components under the conditions described in the paragraph entitled "Scope of Anti-Corrosion Warranty" will take the general condition of the Vehicle into account as regards to its age, mileage and the level at which it has been maintained.

The replaced parts under the Anti-Corrosion Warranty will become the full legal ownership of RENAULT.

The refurbishment operations and components fitted under the Anti-Corrosion Warranty are covered until the end of the initial Anti-Corrosion Warranty period. Transfer of ownership of the Vehicle does not alter the terms and conditions of the Anti-Corrosion Warranty.

#### **RENAULT UK LIMITED**

The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS Tel: 0344 335 0000 [www.renault.co.uk](http://www.renault.co.uk)  
Registered Office: The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS – Registered Number 82932 – England  
Authorised and Regulated by the Financial Conduct Authority.

## **Renault Services The Renault Paintwork Warranty**

### **The Paintwork Warranty**

The Paintwork Warranty forms part of the Warranty and is subject to the same terms and conditions as the Warranty except that the additional conditions detailed herein also apply.

In the event of any conflict between the terms of the Warranty and Paintwork Warranty, the Paintwork Warranty terms will apply.

### **Duration of the Paintwork Warranty**

RENAULT guarantees the paintwork of the exterior painted bodywork and other painted components (bumpers, original spoiler and rear view mirrors) only. All other items are excluded.

### **The Paintwork Warranty applies from the Registration Date of the Vehicle as follows:**

- All Vehicles (except Twizy): 3 years
- Twizy: 2 years

### **Geographic Coverage**

The Paintwork Warranty covers the same geographic zone as the Warranty.

### **Scope of the Paintwork Warranty**

The Paintwork Warranty covers refurbishment or replacement, free of charge, by a RENAULT Network member of the items listed above only, showing paintwork defects (for example: damage to the varnish or top coat, due to any material, manufacturing or application fault) recognised by the Manufacturer, during the Paintwork Warranty Period.

The decision as to whether and how to repaint the Vehicle or replace parts under the Paintwork Warranty will be taken by RENAULT (in its sole discretion) in consultation with the relevant RENAULT Network member who will take into account the general condition of the Vehicle as regards to its age, mileage and the level at which it has been maintained.

### **The Paintwork Warranty does not cover:**

- Items outside the scope of the Warranty or damage not covered by the Warranty, as specified on pages 2 to 3 of these Warranty Terms and Conditions.
- Damage caused by events beyond RENAULT's reasonable control, including but not limited to: lightning, fire, floods, earthquakes, acts of war, terrorism, civil commotion, sabotage, vandalism, acts of God, riots and attacks.
- Mechanical elements that are not an integral part of the bodywork or subframe (including but not limited to alloy wheels).

### **Conditions under which the Paintwork Warranty can be applied**

In order to benefit from the Paintwork Warranty, the Customer must go to any member of the RENAULT Network for rectification.

The Customer must show the relevant RENAULT Network member any relevant previous inspection documentation, the Driver's Handbook with the Service sheets duly filled in, proving entitlement to the Paintwork Warranty (the Driver's Handbook Service sheets must show that the periodic body inspections have been completed according to servicing requirements). In return for the parts delivered by RENAULT under the Paintwork Warranty, the parts replaced within the framework of the Paintwork Warranty rightfully become the property of RENAULT.

Any repainting done under the Paintwork Warranty will be covered by the Paintwork Warranty until it expires.

### **Transfer of ownership of the Vehicle**

- Transfer of ownership of the Vehicle does not alter the terms and conditions of the Paintwork Warranty.

## **Renault Services Renault Vehicle Conversions**

### **RENAULT Vehicle Conversions**

After purchasing a RENAULT Vehicle, it is the practice of some purchasers to adapt or have adapted for specific use the Vehicle purchased (for example for a specific commercial purpose or use). In such situations, the Warranty, Traction Battery Warranty, Anti-Corrosion Warranty, Paintwork Warranty and Replacement Parts Warranties (together the "Warranties") will only apply and claims will only be accepted in connection with parts of the Vehicle that have not been modified by or affected by a third party conversion. RENAULT will accept no responsibility for any losses, claims, liabilities, costs, expenses and damages of any nature whatsoever whether foreseeable or not, arising from any conversion/modification of any RENAULT Vehicle. A third party converting/modifying a RENAULT Vehicle may provide you with a warranty for their work.

Customers are advised to ask the relevant third party for details in relation to any warranty they may offer.

### **RENAULT UK LIMITED**

The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS Tel: 0344 335 0000 [www.renault.co.uk](http://www.renault.co.uk)

Registered Office: The Rivers Office Park, Denham Way, Maple Cross, Rickmansworth, Hertfordshire, WD3 9YS – Registered Number 82932 – England

Authorised and Regulated by the Financial Conduct Authority.

DEC 2019