

ZEN
CAR



USER GUIDE RENAULT KANGOO Z.E



STARTING

The key is located in the glove compartment.

To start the car, make sure that the gear stick is in position **P**, ①
press down on the brake pedal and turn the key in the contact.

Don't forget that electric cars are silent, so it's normal that they don't roar when you start them up, like their petrol cousins do. When the vehicle has started "Go" will be displayed on the dashboard.



DRIVING MODE

For more autonomy, select the "Eco" mode ② which will slightly limit the performance of the electric motor and the air conditioning.

The button is next to the headlamp adjustment wheel, **to the left of the driving wheel.**

When it's activated, the "Eco" mode is displayed on the dashboard ③.



DRIVING

Make sure you always brake to change gear. ④

To avoid any unpleasant surprises, consider the length of the vehicle and reduced visibility.

DASHBOARD

The dashboard has a **battery gauge** which enables you to keep an eye on how much energy remains and how many kilometres of autonomy you have left. ⑤



CHARGING THE KANGOO

The **charging cap** ⑥ is located at the front of the vehicle. You simply need to plug the car into the electric terminal. Once the car is plugged in, the screen on the dashboard will light up indicating the remaining charge time. ⑦

AUTONOMY

The autonomy is indicated on the screen behind the driving wheel. ⑧
Be sure to check it before setting off.
The **“Eco”** mode enables you to increase your autonomy **by 8 to 10%**.

GLOVE COMPARTMENT

In the glove compartment you'll find: ⑨

- A Pcard+ card for partner Interparkings
- A spare Zen Card
- The barrier key
- An accident report form
- The vehicle's documents



PRACTICAL INFORMATION

The car-sharing box:

The sticker you pass your Zen Card over is covering a small black box, inside the car. It has two buttons. You can end a reservation by pressing the green button. The red button gives you direct access to the Zen Car assistance.



Charging:

Before setting off, you simply need to

disconnect the cable from the terminal with the aid of your Zen Card before placing it in the boot.

When you return, plug your car back in at the terminal.

Think about the next user! Make sure the car is properly charging by checking on the dashboard.



If you have to leave Brussels in your Zen Car, consider our Bluecorner network terminals. There might be one close to your destination.

For more information go to :

www.zencar.eu/en/bluecorner.

Parking:

Street parking is free, with the exception of the red and orange zones. The Pcard+ located in the glove compartment means parking is free in partner Interparkings. Use it to open the barrier when entering and leaving the Interparking.

Barrier:

If you want to be sure to find your place again when you return, put the barrier up:

the key is in the glove compartment!

Damage to the car?

Call us on **026697791**

or send photos to sales@zencar.eu.

If there is a smiley on the damage that means we have already been informed of it.

In the event of an accident or breakdown:

Don't panic! You will find the Renault assistance number with your car's documents, in the glove compartment. If a third party is involved, simply complete an accident report.

If you don't know what to do, don't hesitate to call us on

026697791. Renault assistance: **080015051**

If you're late:

You can extend your reservation at any point: either with the application, on the website, or by calling us. Don't forget that someone might have hired the car after you, so it's important to let us know in good time so that no-one is inconvenienced.

Zen Car rewards your loyalty!

Go to the Rewards tab in your user space to find out which gift is waiting for you.

Introduce your friends and family to Zen Car!

Both you and the person you have introduced to Zen Car will receive 10€.

FINES

Delays:

You have 10 minute's leeway, but as of the 11th minute, you will be fined 10€ + every hour started.

Cancellation:

Cancellation is possible until 1 hour before departure, from then on it's impossible (and thus, invoiced).

Returned to the wrong station:

You will be charged 25€.

Exceptional cleaning:

Animal hairs, cigarette, mud...
exceptional cleaning of the car is charged at 25€.

Car not plugged back and other omissions
like the inside or outside lights 15€.

Breakdown:

If it is due to a problem with the car then it is covered by Zen Car.
If it is due to a battery fault, you will be expected to pay the
breakdown company's invoice and the 15€ administrative fee.

Fines:

You are responsible for paying these,
in addition to the 8€ administrative fee.

Repairs:

Based on an estimate.

Lost cards:

A replacement Zen Card membership card will cost you 5€,
a replacement Interparking card will cost you 8€.

EXTRAS

Vehicle made available at the airport: 50€.

Special availability: upon request.

Monthly rental: upon request.

CONTACT US

A doubt, a question, a concern?
Contact us and we'll get back to you!

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