



RENAULT  
PRO+

# RENAULT BUSINESS



## GREEN LIGHT FOR TRAFIC

---

KANGOO TURBO PETROL

---

GUIDE TO QUICK SHIFTS

---

HOW TO DRIVE IN FRANCE

---

Renault LCV teams up with Greenfleet to offset emissions of all Green Trafic vans

SPRING 2016

# WELCOME

## G'DAY FROM THE RENAULT LCV TEAM!

**WELCOME** to another issue of Renault Business. Once again this is our biggest ever, and it's packed with plenty of news and reviews, and stories from the growing family of Renault customers and partners.

This is our Spring issue, and Spring is of course the season for new things. Like the the Kangoo Crew Lifestyle. The Lifestyle variant sees the versatile Kangoo pushed in a more passenger car like direction, bringing a range of refinements and additional features that make it a truly dual purpose machine, equally at home carting boxes and the work crew during the week, or the kids and their bikes on the weekend. It's also categorised as a commercial vehicle, making it a 100% claimable business expense.

Still on the Kangoo front, there's all new powertrains for SWB petrol models - a new 1.2 litre turbo engine delivers more grunt while using less fuel, proving that sometimes smaller is in fact better. Putting all this extra performance to the ground are silky smooth new 6-speed manual or dual clutch auto transmissions. Look out for them from November.

Also in November is the Traffic Crew, our take on the crew van concept. Available in 5 or 6 seat configurations this one promises to be a popular addition to the increasingly popular Traffic range. (Will that make it twice as popular?) Rounding off the product news are some interesting variations on the new Platform Cab, including the innovative and spacious low floor box van, and a much more interesting mobile Pizza van. I'm salivating just thinking about it.

Whatever your business, we're sure you'll find something of interest inside.

**Lyndon Healey**  
LCV Model Line Manager  
Renault Australia

lyndon\_healey@renault.com.au

# INSIDE

04 **NEWS**

Traffic goes green, new engine for Kangoo



08 **TECHNOLOGY**

Understanding robotised gearchanges



12 **CONVERTER NEWS**

Motor Homes are GO, platform cabs are boxing clever, and pizza ovens are hot



18 **TESTIMONIALS**

From chocolate to flowers, hot water security to home security, and even waste disposal, Renault has a solution for every business need



26 **DRIVING TIPS**

How to avoid getting lost in Paris



28 **UTE BEAUTY**

An Australian abroad living with a Kangoo



50 **DEALER LIST**

Dealer listing and model index



# Kangoo Lifestyle arrives



**THE** new Kangoo Lifestyle Pack is now available to customers of the long-wheelbase 5-seater Maxi Crew variant. Powered by a frugal 1.5-litre turbo diesel engine driving the front wheels through a slick shifting 6-speed manual gearbox, the Lifestyle Pack adds visual, comfort, technology and privacy features to the already impressive standard specification for a very reasonable \$1290.

The Lifestyle Pack provides R-Link enhanced audio and navigation system with 7-inch touchscreen and digital radio, leather steering wheel, rear ventilation outlets for the second row passengers, redesigned, colour-coded front bumper and painted rear bumper, gloss black door mirrors, and extra tinted windows. The vehicle pictured has rear side windows fitted by a Renault dealer, providing a light and airy feel for the whole vehicle. The windows are a \$290 option plus dealer fitting.

All Kangoos built after June 2016 come with driver and front passenger side airbags and rear parking sensors for additional safety and security.



## NEWS



# Critical acclaim continues

**RENAULT** LCV is continuing its run of success, with the Kangoo and Traffic scooping the Light and Medium Van of the Year Awards from Delivery Magazine for the second year in a row.

The Annual Delivery Magazine Awards puts the key competitors from each of the LCV market segments through a comprehensive dynamic and static examination in order to select a winner, with judges drawn from some of the largest and most demanding fleets in Australia as well as from the magazine's expert editorial team.

"In successfully securing these awards this year, customers opting for the Kangoo and Traffic can be assured they are purchasing the pinnacle vehicles in their segments," said Justin Hocevar, Managing Director of Renault Australia, seen above with Publisher Chris Mullett.

Renault is continuing to grow sales and market penetration in Australia, chalking up a record month for deliveries in June with more than 500 vehicles delivered.

# Renault a top employer

**KEEPING** with the theme of enduring success, Renault Australia was named an Aon Best Employer for the second year in a row.

Renault Australia Managing Director, Justin Hocevar said the company was delighted to be recognised by Aon Hewitt as a Best Employer once again.

"We are very humbled by this recognition. Our team is made up of dynamic and passionate individuals who have collectively contributed to the significant growth of the Renault brand in the Australian market.

Aon's Best Employer accreditation status is awarded to a select group of 14 organisations from industries across Australia and New Zealand that achieve record high employee engagement scores and deliver outstanding people practices.

Renault Australia is the only automotive brand to have secured this prestigious title in both 2015 and 2016, demonstrating the company's commitment to putting its people first.

# Traffic goes green



**RENAULT** LCV is taking a meaningful step towards reducing the environmental impact of its highly efficient diesel engines, by purchasing carbon offsets for all Bamboo Green Traffic vans sold in Australia.

Working in association with the long-established and highly regarded climate action organization Greenfleet, Renault's Green Van Plan will offset all Bamboo Green Traffic vans sold, to capture the average carbon emissions of the first 7 years of their working lives. Greenfleet will plant enough trees in native forests to absorb the carbon emissions of the Bamboo Green Traffic vans sold, based on the official fuel consumption figure of 6.2-L/100km using an average of 30,000km travelled per van, per year.

This is equal to the maximum distance a Traffic should travel between service intervals, with one annual service being the most a Traffic owner should need.

Renault is guaranteeing that Bamboo Green Traffic vans will be the most affordable models in the Traffic range to drive away.

"We are delighted to be able to provide buyers of Bamboo Green Renault Traffic vans with both a financial and ethical incentive to buy green," said Lyndon Healey, Model Line Manager for Renault LCV. "We are confident there will be many customers keen to take up our offer, and that green Renault Traffics will become even more popular sights on our roads."



Greenfleet CEO Wayne Wescott with Renault MD Justin Hocevar.

"Working with Greenfleet we will plant native trees to restore biodiverse Australian forests in order to provide the greatest possible environmental and conservation benefit," Lyndon said.

In welcoming the Renault decision to offset the emission for the Bamboo Green Renault Traffics, Wayne Wescott, Greenfleet CEO, said: "Our native forests take carbon from the atmosphere to restore and protect our climate, but they also do much more. Greenfleet plants a variety of native trees in permanent forests that help to reduce salinity and soil erosion, provide essential habitat for native wildlife, conserve biodiversity and provide much needed resilience in our precious landscape.

"By choosing to offset the emissions of the Green Traffic, with Greenfleet Renault Australia is taking real climate action and demonstrating how simple it is to make a tangible difference to the environment."

Greenfleet is Australia's most trusted source of biodiverse carbon offsets. As an environmental not-for-profit organisation, Greenfleet's mission is to protect the climate by restoring forests. Since 1997, Greenfleet

has planted more than 8.7 million native trees - restoring more than 425 native and biodiverse forests across Australia and New Zealand. Greenfleet services many of Australia's top listed companies, and has thousands of individual supporters.

# Tracking down more grip

**RENAULT** LCV is mulling the introduction of a new, enhanced traction technology engineered to meet the needs of business customers who operate in tough conditions.

Renault will evaluate the new X-Track feature additions to the three LCV model ranges with a view to making them available in Australia in due course.

For some time Renault has offered an extended grip programme to the Kangoo, Traffic and Master ranges. This is an advanced electronic traction control system that boosts traction performance when pulling away or at low speeds, on soft ground or on low-grip surfaces such as snow, mud or sand. It allows the driver to move forward without wheel spin and reduces the risk of getting stuck. It requires initiation by the driver via a button on the dash.

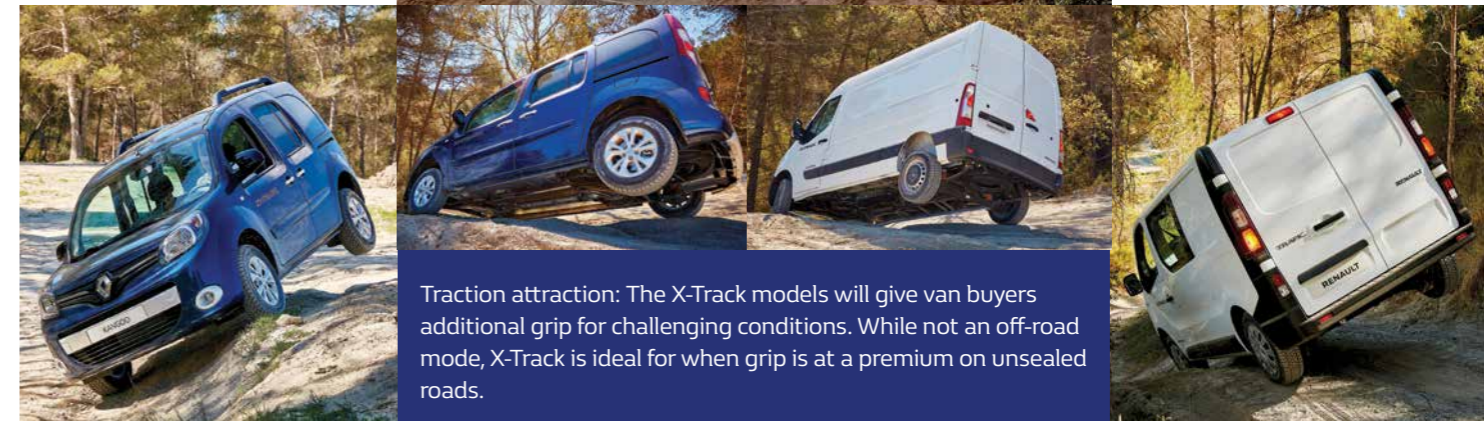
The new Renault X-Track system goes one step further adding a raised ride height for additional ground clearance (+30mm for Kangoo and Traffic, +40mm for Master), a mechanical limited slip differential and a 3mm thick bash plate, fitted under the powertrain. Mud and snow tyres are also

available. X-Track is permanently available to the driver, and is designed for use on building sites, forestry roads, and general unsealed surfaces in rural and regional or coastal areas. Should one wheel lose traction, the LSD sends up to 25% of engine torque to the wheel that has grip.

"When it comes to traction performance, the needs of business customers can vary significantly depending on the terrain, conditions, type of work and payload," said Lyndon Healey, Renault Australia Model Line Manager for LCV.

"Compared with a standard transmission, the new Renault X-Track 4x2 technology delivers superior mobility on difficult terrain, in snow, unsealed surfaces and on poor quality roads. "The Renault X-Track 4x2 is an alternative to four-wheel drive when off-road capability is not required. It delivers exceptional performance on poor roads and in difficult conditions.

The option is available on Kangoo, Traffic and Master from the factory, and we plan to evaluate the systems locally to determine their suitability for the Australian market," Lyndon said.



Traction attraction: The X-Track models will give van buyers additional grip for challenging conditions. While not an off-road mode, X-Track is ideal for when grip is at a premium on unsealed roads.

# Six seats for Traffic

**RENAULT** is increasing the appeal of its highly awarded and critically acclaimed Traffic medium van by adding a new Crew model with a second row of 3 seats, direct from the factory.

The new 2017 Model Year, 6-seater Traffic Crew van will begin arriving in the 4th quarter of 2016, and is based on the long-wheelbase twin turbo variant offering 103kW and 340Nm of torque.

It features a steel bulkhead inserted behind the second row of seats to provide separation of passengers and loads. Dual side sliding doors are standard, as are a fixed bench with fold-down armrests between the seat positions, and a backrest with individual headrests. A 12V power socket and under-seat storage is provided.

Traffic Crew provides a 4m<sup>3</sup>, 2.4m long load-bay with a 1060kg payload. Optional Premium and Lifestyle option packages will be available.

"We have been keen to add the Traffic Crew to our offering for some time," said Lyndon Healey, Model Line Manager for Renault LCV.

"The Crew was launched in the UK last year and has been warmly received as it provides tradies and small business owners with a highly practical and flexible van that retains a significant portion of the payload and cubic carrying capacity, while providing a safe and secure passenger compartment that can comfortably accommodate upto 6 adults.

"The Traffic Crew will be the centre of attention for families who split the school run, but don't need a separate passenger car for the role. With its large comfortable second row of seats and the glazed, sliding door on each side of the van, the interior is light and airy and a moulded fabric ceiling panel, complete with lighting and audio speaker systems ensures the rear passengers fare as well as the front ones," Lyndon said.

A second 6-seater version is also being considered. This van has tumble forward 2+1 seats in the second row. Based on a standard Traffic van, but with the steel bulkhead deleted, the second row of seats can fold forward against the backs of the front seats when the full cargo area needs to be used for loading. Renault is looking at fitting a roof mounted load restraint barrier which folds out of the way when the seats are not in use.

"This alternative style 'Crew 'n' Carry' vehicle could be handy for operators who only occasionally need to carry more than 3 staff or family members, and who need the larger cubic capacity or payload more frequently," Lyndon says.

"We are working hard to bring this version to the market at a very affordable price point."

See [www.renault.com.au](http://www.renault.com.au) or your local Renault dealer for full details of both Crew models.



## Kangoo now torque of the town

**THE** ever-popular Renault Kangoo compact van is to be fitted with a new generation, more powerful and more frugal petrol engine that can be matched with either a 6-speed manual or 6-speed Efficient Dual Clutch automatic transmission.

The new direct injection, double overhead camshaft, aluminium petrol engine is from the famous Renault Energy family, and is rated at 84kW at 4500rpm. It delivers 190Nm of torque at 2000rpm, thanks to a modern, reliable turbo-charger. This is an increase of more than 40Nm over the previous petrol engine. The new engine delivers 90% of peak torque from 1,500rpm, improving driveability for step-off and mid-range acceleration, ideal for a van that spends a lot of time ducking and diving through the city.

At typical city speeds, drivers have access to between 30 – 40% more torque than with the previous petrol engine.

The Energy TCe 115 engine has been used in the Renault passenger car line up for Clio and Captur in Australia and will also make its debut in the all-new Renault Mégane hatch in the 4th quarter of 2016.

The new petrol engine brings a wealth of technological updates. Some, such as the Diamond-Like Carbon coatings for the cam followers, which reduce internal friction and prolong the engine's working life, are derived from Renault's Formula 1 development programme.

A maintenance-free timing chain and extended service intervals, now matching the diesel Traffic and Master engines at up to 30,000km between oil changes depending on driving environments, make the petrol-driven Kangoo even cheaper to own.

And with the new turbo-charged petrol engine, the Kangoo is cheaper to run, with fuel use down to just 6.2-litres per 100km in manual guise (6.5l/100km as an EDC auto). For the manual this is a 22% improvement on the petrol engine it replaces.

Arriving with the new engine for the short-wheelbase Kangoo is an ECO mode, Stop and Start, Hill Start Assist and Grip X-Tend, as well as cruise control, speed limiter, rear parking sensors, side airbags and a rubber mat for the load-bay as standard. Dual sliding doors and a lift-up tailgate return to the standard specification, with rear barn doors optionally available.

"The new petrol engine will give Kangoo customers a fuel efficiency benefit as well as provide a punchier and more enjoyable driving experience," says Lyndon Healey, Model Line Manager for Renault LCV.

"We are excited to welcome this high-tech and high performing engine to the Kangoo line-up, where it will bring both passenger car smoothness and refinement as well as a substantial injection of additional torque, peaking at 190Nm, up from 148Nm in the previous engine," he says.

# How to make a slick quick shift

The Automated Manual Transmission has been around since the 1980s. It's a clever piece of gear, but just how does it work?



**DRIVING** a van or truck all day every day, especially in heavy traffic, most likely puts an automatic transmission high on your list of 'must haves'.

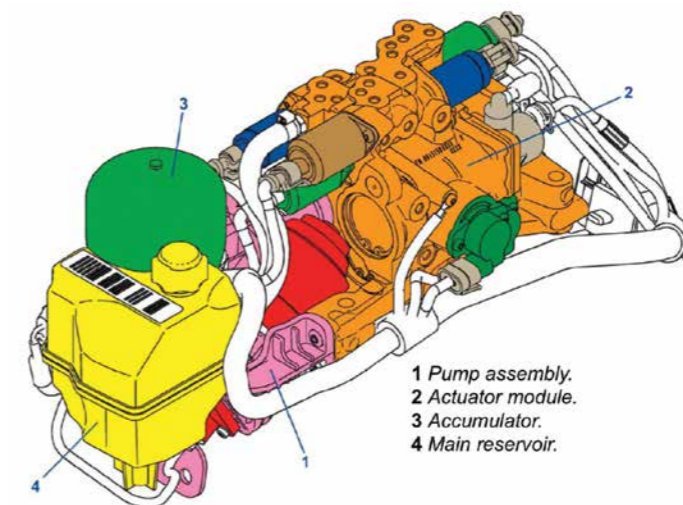
There's more than one type of self-shifting transmission to consider. Many drivers have experienced a torque converter auto in their passenger car, and for smoothness and general ease of use they're hard to beat. But they also have a downside, not least the high cost of repair or replacement, especially for the latest 6, 7 & 8-speed electronic breeds.

Perhaps you might also come across the continuously variable transmission (CVT), or the more recent dual clutch (known by various acronyms, like EDC, DSG & DCT). Last, but not least, there's the automated manual transmission, or AMT.

AMT systems are the simplest of all automatic transmission types. While still transmitting engine torque through a clutch plate, an AMT doesn't require clutch actuation or shifting by the driver. Instead, the shifts are controlled by a computer, and carried out by an electric motor or hydraulic actuator. The important point to remember though is that underneath the actuator unit there's a completely conventional manual transmission. Once you appreciate this fact, you're well on your way to understanding how to get the best from this type of gearbox.

All 'automatic' Renault Masters are fitted with an AMT transmission, known within Renault as a Boîte de Vitesses Robotisée. We'll call it a BVR from here ...

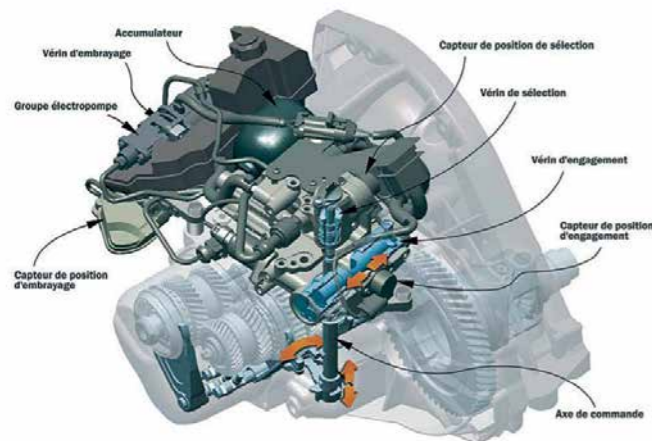
In previous decades most Australians drove cars with manual transmissions. Today the scene has shifted to a preponderance of automatics.



*“The Master BVR has a load mode that decreases shift time by 30% to improve performance when heavily laden.”*



*“The Master’s manual shift mode is particularly useful if you regularly drive in hilly areas.”*



In commercial vehicles, however, benefits such as fuel economy, performance, flexibility and durability are key factors valued by LCV buyers. All of which are affected by the way the van is driven.

So if you’re looking to get the best from your Master BVR, or you want to encourage your fleet drivers to reduce fuel consumption (and emissions) as well as wear and tear, we’ve put together this quick guide:

## SHIFT QUALITY

You can keep your foot down and let the computer manage gearshifts, but it’s not the smoothest or the fastest way to do it. With just a little practice you’ll find you can easily learn to anticipate gear changes, and that lifting off the throttle slightly during shifts can noticeably improve shift smoothness reducing driveline shunt, prolonging clutch system components’ working lives and saving fuel.

If you consider how a clutch works, you’ll realise that slamming your foot to the floor is not going to be the quickest way to get off the line either. The control module will actually reduce torque under these circumstances to protect the clutch, for a start. Although it may sound counter-intuitive, smooth and progressive is quicker than hard and fast...

## SHIFT SPEED

By default the transmission control is programmed to deliver a smooth transition between gears, and it does this with a relatively slow shift. Under some circumstances it can be useful to speed up the shift, for example maintaining momentum when climbing a hill.

The Master BVR includes a special “Load Mode” that decreases shift time by 30%. This works in both Automatic and Manual modes. This mode is there to improve performance when heavily laden, but it can also improve drivability generally. To activate, press the “kg” button, found above the gear lever.

## TOTAL CONTROL

A major benefit of a manual gearbox is the control the driver has over its shift points. Despite having 7 shift maps to choose from in Auto mode, the control module can never truly anticipate the need for a gear change (or not) the way a skilled driver can, which is why the Master BVR transmission can also be operated in manual mode.

Simply press the lever to the left, and then up or down to change gears. This will be particularly useful if you regularly drive in hilly areas, and almost essential if you regularly operate on mountainous terrain. Consider, for example, a steep dirt

road. You could leave the transmission in Auto mode and hope for the best, but wheel spin will probably trigger the traction control system, reducing engine power and losing you valuable momentum. Worse, the transmission could even shift up a gear, giving you even less torque right when you need it most.

Neither outcome is going to make it any easier to get up that hill!

Luckily, Master has a system designed for exactly this situation called Grip X-Tend. This special ESP mode allows for more wheel spin, and acts a bit like an electronic LSD. (You’ll find the switch to the right of the steering wheel). Next, select Load Mode (the ‘kg’ switch) and change to Manual mode. You’re now in much better shape to tackle steep or slippery terrain.

## STUCK IN TRAFFIC

When in gear, depressing the brake pedal disengages the clutch as well. Releasing the brake pedal causes the clutch to re-engage. Every time this happens, the clutch disc slips, and this slip creates friction that increases the temperature of the clutch assembly. In most driving conditions this isn’t a problem because normal driving keeps the clutch relatively cool. But in very heavy stop start traffic, with constant on-off application

of the brake and the engine mostly spinning at idle, heat can build up to the extent that the transmission enters a self-protection mode to prevent clutch damage.

The first sign of this will be increasingly abrupt or sharp clutch take up as you remove your foot from the brake. (This is the control module reducing clutch slip by shortening the engagement time). Don’t ignore it if you feel this happening! Your driving style can reduce or eliminate the likelihood of this occurring if you follow a few simple rules.

Firstly, don’t be a creeper! Minimise use of the brake pedal in heavy traffic. There’s usually no need to move forward three feet at a time. Secondly, select Load Mode (the ‘kg’ switch) to reduce transmission slip. And if the transmission is showing any signs of overheating, shift to neutral and run the engine at a fast idle (1500rpm or so) for 20-30 seconds.

And remember: Never ever hold the vehicle on a hill with the accelerator!

Follow these few simple steps and not only will you get the best performance from your Master, you’ll also do it with less clutch wear and lower fuel consumption.

**The intelligent robotised gearbox can be manipulated to deliver excellent traction in tricky conditions if you know how to extract the best performance from it.**

PHOTOS: STUART GRANT



# Let's Go exploring

**THE** newly rebranded Let's Go operation will make the Renault Master Motorhomes available at its six depots across Australia, and is aimed at fun-seeking inbound and domestic campers, aching for the freedom of the road.

With the powerful 2.3-litre turbocharged diesel engine under the bonnet driving the rear wheels for additional tractive security, the Master Motorhome will have plenty of grunt for reeling in the horizon as the pleasure-seekers travel across our big brown land.

The Jayco Conquest features four-berths and all mod cons for life on the road with plenty of the creature comforts of home. In addition to a full-size double bed there's a converting

Renault Master is bringing the great outdoors a lot closer with the delivery of the first of an order of 30 new Motorhomes from Jayco to holiday rental operator Let's Go Motorhomes.

divan and sleeping space in the nose over the cab.

The kitchen includes a sink, stove, fridge and microwave while the bathroom has a shower and toilet and vanity. A TV, surround sound system and LED lighting inside and out provides excellent illumination and there is an external fold-down table attached to the side of the vehicle, as well as storage for gas bottles and power cables, etc.

"We welcome a very diverse demographic to our business," says Michael Emerson Ryan, Let's Go's Director. "We have customers aged between 25 - 65+ and from all over the world, though in particular we get a lot of business from Germans. They love to explore Australia.



## Driver's view

Christine Papas is the depot manager for Let's Go Motorhomes at Tullamarine Airport in Melbourne. She says the Renault Master has surprised her, being very easy to drive around.

"I drive a lot of these vans, and the Renault is very comfortable, offers great visibility on the road, and is very smooth. It has very light and accurate steering and the cabin is very nicely laid out," she says.

"For customers who haven't had much experience in a vehicle this big, these factors help to set them at ease very quickly, which means we get less damage and can keep the vehicle available for rent for longer.

"They have the benefit of automatic transmission as well, which is what a lot of customers look for," she says.



"We have the advantage of close ties with Jayco so we can utilise their extensive dealer and repairer network around Australia to support our Let's Go customers should they have a problem with the vehicle.

"The Renaults can be driven on a regular car licence, but few of our customers drive vehicles this big day-to-day so it does take some getting used to, even though these are particularly driver-friendly.

"We offer an exclusive service with Coles Online and give our customers the opportunity to have groceries pre-ordered and delivered to the depot when they collect their van. Our customers don't have to negotiate a supermarket car park with an unfamiliar vehicle straight off, which is a service many really appreciate," Michael says.

"Feedback from Renault drivers so far has been exceptionally positive, and they all say the vehicle is very easy to drive. This should help make them a popular choice into the future. Also, we find that a lot of our customers are actually renting a van prior to buying their own. They like to feel how it handles their requirements, how it drives, and whether the

features inside are what they need," Michael says.

"Renault is very excited to be part of the energy and enthusiasm that is behind the new Let's Go Motorhome rental business," says Lyndon Healey, Model Line Manager for Renault LCV.

"We know that the reliability, strength and comfort of the Master cab chassis on which the new Jayco design has been built will provide many years of holiday enjoyment for many people across Australia.

"Renault Master has provided the building blocks for many motorhome manufacturers across Europe for more than 10 years and we are very pleased that Jayco has adopted the Renault Master to take the Conquest model," he says.

"This is just another example of the immense flexibility and practicality of the Renault Master range which starts out at the L1H1 city van with 8m<sup>3</sup> of capacity and stretches to the 6m-long motorhome or pizza van conversion," Lyndon says. "Few if any other van platforms can offer so much value, opportunity or reassurance to converters, customers or end-users."



### A tempting Taste of Australia

The Let's Go family of companies includes the Mitchelton Winery and Ministry of Chocolate brands, so renters get to sample each of these Australian delicacies.

The family-owned chocolate business has been expanding rapidly, out-growing a domestic kitchen and then a specially developed store in Malvern, Victoria. To cope with demand it has moved in with the Mitchelton Winery in Nagambie, Central Victoria. The Ministry of Chocolate factory produces high quality chocolates and cakes using the finest 'couverture' chocolate from Belgium and France, as well as fresh local ingredients and innovative flavours.

Mitchelton Wines is another fast growing business with a large selection of wines to suit all tastes.





*“There are many different dry body shapes and sizes we can fit to the Master. It is relatively straightforward.”*

**BRISBANE**-based Truck Corp, a specialist body building firm has been serving the trucking industry for 25 years, originally producing refrigeration bodies and servicing refrigeration systems.

These days its range has expanded to include dry bodies, curtain-sided bodies and custom-made bodies for a variety of applications.

Truck Corp’s business includes dry bodies for rental fleets and vehicles that can be driven on a car licence. Then there are the highly specialised bodies, like the ones used as mobile dental, medical, optometrists and hearing centres for the Aboriginal communities in the middle of Australia.

Recently Truck Corp was introduced to the Renault brand by Cricks of Springwood, who wanted to have bodies built onto the Master’s chassis to show off their flexibility.

“When we first started talking to Cricks it was about how could we develop a European style body for the Master,” said Allan Bryant, Chairman of Truck Corp.

“We do a lot of dry bodies for Avis, Budget, Thrifty and have developed a low-cost quality product through our facility in China, which became the starting point for the development of the Master’s body.”

However, unlike other trucks where the chassis rails sit above the wheels and a body can simply be bolted on; for improved ride and handling the Master’s rails sit in line with the centre of the wheels, presenting a few challenges and opportunities to the Truck Corp team.

Allan explains: “Using our own R&D centre we created some designs and then a prototype. Utilising the latest European technologies we produced a strong, durable, lightweight body from honeycomb composite panels, which Renault Australia has now taken a keen interest in.”

The design of the Master, with its own sub-frame already in place allowed not only for the merging of the body to the cabin for a cleaner more integrated look, it also meant a lower floor for easier access, which is one of its great advantages.

The Renault Master’s chassis configuration lends itself to multiple applications.

“There are many different dry body shapes and sizes we can fit to the Master as it is a relatively straightforward exercise now we have produced and refined the prototype,” he said.

Sitting on a 3.9 metre wheelbase, the Truck Corp body



# Boxing clever

The front-wheel drive Master platform cab offers a wide range of possible body solutions, from refrigerated van to food truck, all of which benefit from a low step-in height at the rear. Truck Corp’s latest body design provides a spacious and cost-effective option.



Truck Corp’s Chairman Allan Bryant, right and director Mike Hancock, left, pose with the new Renault Master Box Van.



has 16.6m<sup>3</sup> capacity and on the 4.5 metre wheelbase, this increases to 19.3m<sup>3</sup>. Both versions can carry a 1.2 tonne payload.

Allan reports the business is developing refrigeration bodies for the Master, in association with Renault Australia, but to achieve that, more R&D is needed regarding the interface between the refrigeration unit and the vehicle operating system.

“Renault is very specific as to what it will permit to be fitted to its vehicles,” Allan said. “A natural fit for the Master is a refrigerated body and we know of brackets and systems that are approved in Europe so it’s a matter of ensuring they conform to the engine models in Australia.”

Truck Corp has forged a solid reputation based on its flexibility and adaptability.

“Truck Corp has developed over the years by taking its core technologies and using them for opportunities in the market,” Allan said.

“We are very much like the Renault Master. There is no limitation to what we can do with this user friendly vehicle.”

## TESTIMONIAL

PHOTOS: MARK HORSBURGH



*"The Renault is a beacon for engagement and so many people come up to have a chat and have a look, it's been fantastic."*

# Pizza to go

Combining a passion for cooking with a lifestyle change, a high-flying corporate couple swapped Sydney for Brisbane to establish a mobile wood-fired pizza business.

**JASON** and Dale Hunt have just celebrated the first anniversary of Rolling Stone Mobile Wood-fired Pizza.

Dale, an IT Business Development Manager and Jason, a fibre optics specialist, made a dramatic lifestyle change by moving interstate and starting their own business.

"We both have a love of food and dreamed of owning a café or restaurant," says Dale, "and before moving to Brisbane we loved creating our own gourmet pizzas at home. We know pizzas are Australia's number one takeaway food, and after researching the market here and visiting many festivals and markets we came up with the concept of a mobile wood-fired pizza oven serving standard and gourmet pizzas," she says.

"We moved from Sydney to Brisbane two years ago to change gears and stop working crazy hours," Jason adds.

"I transferred within my company and Dale found a new job, but neither of us were entirely happy so we started to look for opportunities. Instead of investing in bricks and mortar, we decided on a mobile business.

Unshackling from successful corporate careers to establish a business is a huge step, which takes enormous courage. However, for Dale and Jason it was for different reasons, with Dale unable to continue her hectic schedule and Jason tired of the relentless pressure to exceed monthly targets for a large conglomerate.

With the decision made to establish Rolling Stone Mobile Wood-fired Pizza and long before any dough was kneaded, the couple's corporate disciplines kicked in with the first task being to write a business plan, setting targets and outlining goals,





Jason and Dale have been amazed at the level of interest in their van, with many potential food truck operators coming to them for advice before creating their own mobile kitchens. The pair have been overwhelmed by the positive response from Brisbane's pizza lovers too.

with guidance from friends in the industry.

While pizzas and festivals are the core, the business plan identified the corporate sector as an opportunity for growth. "We know from our previous lives that organisations are constantly seeking something new and different when it comes to product launches and corporate events," says Jason.

"Through our networks, we have already successfully entered the corporate events arena and recently provided catering for delegates attending an international conference at a Queensland University.

"It is a familiar world to us and another way in which we can differentiate from our competitors."

After each event Jason and Dale conduct a post analysis and rate the event based on the number of pizzas sold, ranking the pizzas in terms of popularity so they can fine-tune their menu and the demographics of the location and people attending each event. While they are still learning the food side, their business acumen is evident in the way they operate.

Jason believes their structured corporate background has helped them get into many events.

"We send through a lot of information to the event organisers, things like information about the business, suggested menus and prices, photos of the food and the Renault in action. We did this in our previous lives and I believe it sets us apart from most other operators."

This approach led to Rolling Stone Mobile Wood-fired Pizza being accepted into the Brisbane Council Gourmet Food Truck trial, as one of only 26 vendors. A remarkable achievement in just 12 months.



Although the hours are long, including weekends, the 'customer first' attitude, a willingness to engage with customers, all borne from their corporate days, are key to Dale and Jason's success.

Looking back the pair agree they have exceeded their expectations but add they are very tough on themselves. Both are used to chasing targets from their previous roles but with established brands. Now they have done it from scratch while establishing a brand in a highly-competitive market.

As the business has grown beyond Jason and Dale's expectations, the trailer that they started with is now a back-up to a recently purchased Renault Master, sourced from Cricks of Springwood, who according to the pair, were great to deal with and very professional.

The food truck body has been mounted on a Renault Master front-wheel drive Platform Cab body that provides a very low floor, which gives a low step in height for the body, but more importantly allows the serving hatch to be lower, providing more comfort and convenience for servers and customers.

The Master's food truck body was purpose-designed by Jason and Dale, and built at Van Demons Vans of Salisbury in Brisbane. It includes an Italian-made wood-fired pizza oven that's big and fast enough to cook four pizzas in 90 seconds, a full commercial grade oven and cooktop, plus extra refrigeration giving them the flexibility to offer a variety of delights.

In fact, the Renault is credited as part of their success, acting as a moving billboard and talking point, as well as being

the first and only wood-fired mobile pizza truck in Brisbane.

"The Renault is a beacon for engagement and so many people come up to have a chat and have a look, it's been fantastic," Jason says.

"We've been chasing events since we started and now we are getting calls or emails asking us to be a part of their event, which after 12-months is a wonderful achievement."

Although Jason and Dale have been married for nearly twenty years, working together for the first time presented challenges, and early on they delineated responsibilities with Dale taking care of the accounts, sourcing events, venues and suppliers and Jason looking after pre-event preparation. At each venue Dale takes the orders and makes most of the pizzas with Jason doing most of the cooking. In a hot and confined work space the operation has to work like a well-oiled machine, and after cooking almost 10,000 pizzas in the past 12 months, they have it down to a fine art.

Jason and Dale take a holistic view of the business and while acknowledging the financial reward is essential, for them it is equally about the satisfaction of establishing and running their own business and to see the brand become a household name in Brisbane.

So where to now?

Though they aren't opposed to the concept of franchising, they have put their heart and soul into this venture and the brand, and right now it is not really a consideration. But, considering the rate of growth to date, don't be surprised to see a Rolling Stone Wood-fired Pizza truck rolling up to an event near you.

# Caution: Naked cakes in transit

**I**N trendy Richmond, on the fringe of Melbourne's CBD, necks are snapping as a matte grey Renault Kangoo sails past, announcing there are naked cakes on board, but not to worry, the driver is fully-dressed.

It's a joyfully provocative livery that includes artistic impressions of vanilla beans and sour cherries, and it is the brainchild of a local raw food specialist currently taking the world by storm.

A passion for purity and amazing taste has driven Pana Barounis to create a global revolution in the enjoyment of raw chocolate, and more recently raw (naked) cakes.

Few, it seems, can resist the creamy allure of a tempting raw treat, made from the cacao-laden love food.

Pana's penchant is to create a range of hand-made chocolates free of dairy, soy, gluten, additives, preservatives or refined sugar, focusing on organic ingredients, with minimal heat. He advanced his own raw food techniques after studying overseas food specialists and combining methodologies with his own outside the box thinking. For example, even the chocolate's recyclable packaging is printed with vegetable inks.

Using only high quality, natural products and focussing initially on what was a small vegan niche, the business has blossomed quickly, out-growing its vegan segment to appeal to all discerning chocolate lovers seeking grand luxe taste presented in an ultra smooth format.

Pana's aim was to deliver a chocolate that made people stop to enjoy a myriad sensations: cacao melting on the tongue, surprising bursts of citrus or herb, natural sweetness, the character of coconut; a sophisticated chocolate that is at once smooth and textured, sweet and spicy.

The business has grown substantially since the first shop opened for business in 2013 in Melbourne and then Sydney in

early 2015. Stockists include health food stores, fresh produce stores, independent supermarkets, cafes, boutiques and independent retailers.

A strong export focus now sends made-in-Melbourne chocolate to high quality food retailers in over 25 countries, from the Middle East, South East Asia and even Switzerland - perhaps the spiritual home of this global soul-food - as well as other European countries. It's a success story that has led to the Pana being named as a regional finalist in the 2016 EY Entrepreneur Of The Year awards.

Social media is partly to thank for this outpouring of passion for raw chocolate, as the word spreads from tastebuds to tastebuds, with 214,000 followers on Instagram alone, to date.

"Social media has been helpful in attracting influencers and followers, helping us position the brand," says Amanda Bevan, Pana Chocolate's Marketing Manager.

"We are now the exclusive chocolate of Melbourne's Etihad Stadium, the world's first sporting venue to uniquely stock a vegan, raw, organic chocolate, and we have been a preferred supplier to Virgin Australia, and Melbourne's Langham Hotel, and London's ME Hotel," she says.

With the recent arrival of a range of raw, organic and allergy-friendly 'naked' cakes, the business has acquired a pair of Kangoo vans, fitted out with a refrigerated load area, with which to deliver les gateaux all over Melbourne and Sydney.

In Melbourne, the van's livery provides a matte grey corporate base highlighted with striking pink sour cherry and pale vanilla bean imagery. In Sydney the theme is similar, but with mint leaves the artistic flourish.

The automatic, short wheelbase, petrol-powered Kangoos have yet to clock up significant mileage, but they are already turning heads in the streets and laneways of trendy Richmond, on the fringe of Melbourne's CBD.



Pana, left, enjoying the boom in organic chocolate, assisted by Adam and Imogen, above.

"Our Operations Manager went looking for vans when we decided we needed a refrigerated delivery solution for zipping the cakes around the city, and even as far afield as Geelong, where a significant following has developed for our raw desserts," Amanda says.

"We wanted something compact, refrigerated, economical and with low environmental impact, in line with our philosophy.

"Just a few doors away from our shop in Church Street is Melbourne City Renault. We like to maintain good relations with businesses around us, and we quickly formed a positive relationship with the dealership," Amanda says.

"They really helped us with the purchase process and we were very happy with the end result, particularly because the Kangoo is especially good on fuel."

Some of Pana Chocolate's early successes were sampling opportunity events at busy locations that brought their unique taste to the public's lips. These opportunities will undoubtedly continue and the Kangoos will play an important role in enhancing brand awareness.

The eye-catching matte grey wrap and imagery was provided by creative agency The Company You Keep with North Melbourne's Grafico, and as the business grows the number of vans is likely to increase, with successive additions exposing further flavours from the suite of 10 intense Pana Chocolate favourites.

"We are a very personalised business," Amanda says. "When a customer phones up to order a cake, they may find that same person behind the wheel of the Kangoo handing it over some time later. It fits our hand-made, personalised business model," she says.

## TESTIMONIAL

PHOTOS: STUART GRANT



# Kim's business is blooming

**NESTLED** deep in the picturesque rolling hills of the Yarra Valley wine and berry-growing region, lies the hamlet of Wandin North, home to Wandin Florist, owned by Kim Armour.

After studying floristry as a mature-aged student whilst working in the enforcement industry, Kim transitioned into her new role working with various florists. In 2014 she fulfilled her dream of owning her own business.

Kim's hard work and enthusiasm is paying off and business is blooming – Wandin Florist has a new lease of life with ongoing functions, weddings and events at the many wineries and function venues dotted throughout the area.

Kim says Wandin is the ideal location for her shop. "All our produce is sourced directly from the local farmers, where I personally select the flowers on the way into the shop each morning. You simply can't get them any fresher.

"Whatever I can't get locally the wholesalers can source from the flower market for me, it works wonderfully for all of us."

Kim's calling card is her black Renault Kangoo, purchased in December 2015.

"When I started the business I used to carry flowers in a hatchback, as I thought it would be economical to run. After owning the Kangoo for six months, I can't believe how I ever managed with the hatchback.

"I cater for weddings, engagements and functions throughout the Yarra Valley and the brides all like lots of flowers. Quite often I have to erect flower installations, I am always surprised at how much I can fit in my Kangoo," she says.

Kim admits to knowing the Renault brand comes from France but not much more. But once she and her husband started researching a vehicle to suit her needs, they realised the 1.6-litre petrol engine in the Kangoo would equal the hatchback's economy, and be much more suitable to the

business, especially with its additional carrying space.

While the Kangoo's excellent fuel efficiency and price were key factors, they weren't the only ones.

"Travelling more than 1,000km each week, the fuel economy is important and so is the cargo area," says Kim. "But the winner for me are the sliding doors on either side, making loading and unloading at functions or weddings so much easier. You don't have to climb in and out of the rear of the car all the time.

"It's also very comfortable to drive, which I appreciate, as I am in the Kangoo at least three hours every day, plus there's plenty of space in the front for my bookwork."

Kim says her Kangoo doesn't feel like a van or car to drive, something in between, as she says, like an open SUV.

While the temperatures get to near zero come winter in the Yarra Valley, the excellent heating in the Kangoo rarely gets used, as the flowers must be kept cool, but Kim often employs the powerful air-conditioning in the warmer months to preserve her delicate cargo.

"In many ways the Kangoo is a set and forget car. It tells me how many kilometres to empty, and even tells me when it needs servicing. I don't need to worry about it. It's easy to drive and park and I can squeeze into tight spots."

Weddings and functions are the backbone of Kim's business and social media has played a big part in its growth.

"Most of our business comes from advertising on social media outlets I find the majority of people now use social media for everything every day. I posted a wedding photo recently on my Facebook page and got over 11,000 hits."

Signwriting her Kangoo has also helped. "Before I had the Kangoo sign written, customers didn't know we made deliveries. The signwriting has captured attention and our deliveries have taken off. People often tell me how lovely the Kangoo looks. It is the perfect way to promote my business."

# EN ROUTE EN FRANCE

If you thought back-seat driving was – shall we say – unhelpful on Australian roads, you should try it in La Belle France.

While local knowledge is usually a good thing, it's not too beneficial if its owned by a local who wouldn't be able to differentiate between a Renault Twingo and a Renault Espace, and has little idea of what it's like to actually drive a car anyway. Especially when the traffic is coming at you from unpredictable directions on unfamiliar roads and your mind has gone into sensory overload because nothing – including the steering wheel – is where it should be.

That was my experience in France a couple of years ago with a well-meaning mother-in-law navigating as we set out to visit to a relative in the countryside about 30 km south east of Paris. And it wasn't so much finding our destination in the first place. It was more about finding Paris on the way back.

Despite the best intentions of our back-seat guide, we visited the same village twice after completing an hour-long loop that was actually intended to be our route back to the French capital, nominally about an hour's drive away. We learned for the first time the true meaning of *deja vu*.

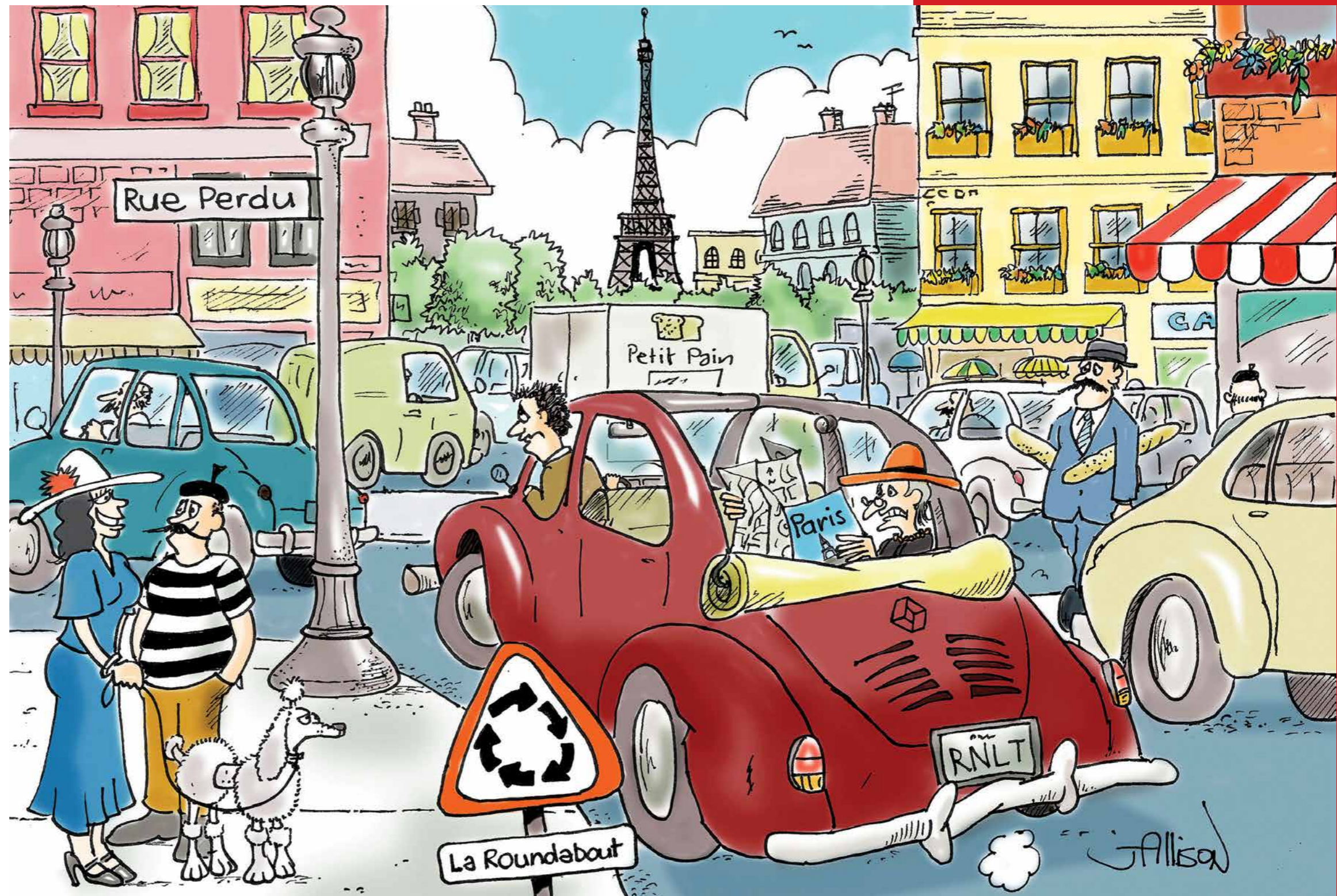
The moral? Well, it's that if there's one piece of advice that should be heeded above all else if you're contemplating driving in France – or any European country for that matter – it is that you should not even think about putting a tyre onto the pavement without GPS. Or at least be thoroughly conversant with your smartphone.

Having driven earlier from Paris to the French Alps in a GPS-equipped Espace, I kind of knew how indispensable it is, in both remote regions and in the cities. But on our return the family-friendly seven-seater was replaced by a more basically-equipped small car and that's when our troubles began.

For an Australian native, none of this is helped by what at first seems to be a peculiarly French *laissez faire* attitude towards the whole business of being on the road. Where we appear to be governed by a residual British imperative to become outraged if another driver threatens the wellbeing of our vehicle, the French have a different philosophical understanding.

For example, judging parking distances on a narrow side street is done not by eyesight, nor by responding to either sensors or cameras, but by touch. No matter if the car in front or behind is a brand-new Porsche – or even if your car happens to be a brand-new Porsche – it's perfectly fine and acceptable to judge parking distances by the sound and feel of clinking metal or crunching plastic.

Like many things material or fundamentally practical in France, the idea of impressing with external appearances is not always at front of mind. The sight of sorely-battered luxury cars parked on the streets is not uncommon.



As for some of the other things that confront a foreign tourist, the omnipresent French *rond-point* (roundabout) is a challenge as well. Not only do you enter from an unaccustomed direction – the cars already on the *rond-point* are too. And it takes a certain self-destructive urge to attempt navigating French idiosyncrasies such as the chaotic Arc De Triomphe where anarchy prevails and mere survival is an achievement.

At the other end of the spectrum, the behaviour of some drivers on precipitous, narrow mountain roads verges on suicidal. Overtaking on blind corners where the road is bordered by a sheer cliff on one side and a precipitous drop on the other can be a heart attack-inducing experience for drivers coming from the opposite direction.

It's not only the cars. In this country that celebrates the joys of good food, fine wine and haute couture, the fact you are a human being is clearly of little consequence when it comes to crossing the road: For example if you think that you're secure once you've set foot on a marked crossing you could be in for a nasty surprise. If there's any gap between pedestrians most French drivers will aim for it with a nonchalance that regards neither speed nor, it seems, you.

Riders of the ubiquitous scooters also seem to share the same disregard for life – in this case, their own.

Driving along a busy city boulevard is like being swarmed by mosquitos, as scooters, often with helmetless riders, weave through the traffic with the sort of recklessness more common in South East Asia.

Ah, for the days when the beret-wearing, Gitanes or Gaulois smoking Frenchman, habitually with a stick of freshly-baked pain under his arm, boarded his Renault 4 in preparation for a leisurely homeward jaunt over lightly-trafficked but abominably rutted roads.

It's altogether different in today's France: The cars might be wonderfully refined, safe, comfortable and efficient, but the incredibly complex road environment that mixes pre-industrial streetscapes with a speedy, modern autoroute infrastructure is more challenging – and especially impatient of those wide-eyed visitors from foreign lands.

At least, with the advent of GPS, there's a tool to work with – a tool that, ironically, is being embraced as much by French residents as it is by befuddled tourists.

## TESTIMONIAL

WORDS AND PICTURES: JONATHAN HAWLEY



# Kangoo is French for Ute



Jonathan Hawley and partner Jenny Lamattina left Melbourne for a not-so-quiet life in the South of France. A noted motoring writer, he is often at the wheel of exotic supercars, but back home his preferred transport is a well-worn Renault Kangoo.

**OUR** French neighbours think the idea of Australians owning a Renault Kangoo is decidedly amusing. "Is it a Kangoo or kangaroo?" one asked, chortling at his own wit. "Geddit?"

Yep, we get it and aside from the somewhat unusual name – what it means and why it was chosen by Renault for its compact commercial seem to be an unsolvable mystery – there is absolutely nothing complicated about this most useful of vehicles. It's part of our family; it gets used for hauling passengers, building materials, furniture and even household rubbish. It's done many thousands of km around western Europe and without getting too sentimental, it's fair to say we love it.

Backtrack a little to 2013 when this particular journalist moved from Australia to Europe after buying a country property in France that needed more than a little renovation. Transport was essential (the Metro might work in Paris but down in sunny Provence, about 600km to the south-east, you don't get anywhere without your own wheels) and before even beginning to scan the auto-classified websites, I knew exactly what I wanted.

I was after the passenger version of the Kangoo, that is, the one with windows all around, a rear seat and a few more creature comforts than the basic panel van. It's an amazingly versatile vehicle – in people-carrying mode there's space for five with decent amounts of rear leg room, and that unfashionably squared-off rear end means plenty of space in the back for luggage as well. All in a body about 4.2-metres long that meant ease of parking in a country not noted for allowing space for larger cars.

The rear seat folds completely flat (as does the front passenger seat) so suddenly and easily you've got a van that can swallow a big chest of drawers, even single beds or bags of cement. Sliding doors instead of more conventional

openings mean everything is accessible even in tight parking spots. No-frills fabrics make it easy to clean, the tall body gives interior height for large loads and that huge roof-to-bumper tailgate allows easy access.

Okay, we don't get this version in Australia but our Kangoo Maxi with its longer wheelbase, rear seat and even bigger cargo area fills a similar role. Our particular Kangoo Privilege model came with 80,000km on the clock, cruise control and air conditioning, a new set of tyres plus a tow bar and cost us about \$12,000 Australian.

It is a 2010 model, the second generation body shape that's the same as Australia's, but without the current restyle that looks a little more attractive inside and out. The 1.5-litre diesel engine musters a daunting 63kW, there's a five-speed manual gearbox, it's front wheel drive of course and overall the mechanical package is simple, reliable and repairable.

Now, while my day job might require road testing the odd Porsche or Ferrari, when it comes to car ownership 'practical' wins every time over 'sporty'. So back in Australia the stable includes a slightly worn AU Falcon Ute that acts as an oversize garden wheelbarrow, but guess what? Utes aren't that popular in France.

This country is van-land with most tradies and farmers opting for a box-shaped light-commercial vehicle instead of the Australian or American open-tray variety.

Renault has all options covered in this respect. It is Europe's biggest seller of light commercial vehicles (it has led the market since 1998) with all van sizes and shapes, ranging from the Kangoo to the Trafic and mighty Master. The Kangoo has been a particular success, with more than a million of the second generation version produced in Renault's French Mauberge factory since it was launched in 2007.

Ours does plenty of hard work – it has towed trailer-loads of gravel and the cavernous interior has swallowed everything from wine barrels to a fair-sized fridge – but it has also covered thousands of km around Europe in cruise mode. Last year it took us on holidays from southern France down to Sicily, back around the Mediterranean to Spain then home again with some 7000 extra km under its tyres. Its strengths are: great vision from the high seating position and acreage of glass, an ability to cruise peacefully at 130km/h, its amazingly supple ride on rough roads and fuel consumption that's averaged out to about 6.2 litres/100km in all conditions.

Part of the family? You bet. Tongue-in-cheek we call it The Mighty Kangoo mainly because of its unstoppableness, but also for its versatility, comfort, cheerfully cheap running costs and sheer strength of character. For passengers and cargo alike it simply gets the job done day in, day out.

Mighty Kangoo loads up with some wine for the journey, while writer Hawley contemplates another blast up some hills in a new exotic.

## TESTIMONIAL

PHOTOS: MARK BEAN



Visiting domestic or commercial premises, the Rheem Renault Traffic vans carry spares, fittings, tools and replacement equipment to cover the daily job roster. Below left, Michael Merrin, Rheem's NSW Service Manager, with one of the Traffic vans he specified for the fleet.

# Running hot

Renault is powering Rheem's service van fleet and helping to keep the hot water flowing.



**NOBODY** likes a cold shower; so maintaining the hot water service in tip-top condition is a priority for all Australian households.

An iconic name in hot water, Rheem has an unequalled Service network right across Australia.

The company runs a substantial nationwide fleet, tasked with conveying domestic and commercial hot water system technicians and installers and their spare parts, tools and even small water heaters.

In 2014, Rheem purchased 35 Renault Traffic vans for their technicians, after an exhaustive and comprehensive selection programme. The vans have really been put through their paces, with up to 45,000km clocked up each year on some vehicles.

"We took a good look at the market and tested everything available," says Ashraf Soas, Rheem's New South Wales-based Head of Procurement.

"We considered a full range of criteria: price, fuel efficiency, driver comfort, servicing costs, safety, payload and capacity, and we also got some drivers involved to assess the vehicles, as well.

"What we liked was that many of the features we have had to specify as options in the past are already fitted as standard in the Renaults, especially in the new generation Traffic, which speeds order-to-delivery and reduces the cost of putting new vehicles on the road."

Examples of the features on Rheem's must-have list include a reversing camera, a bulkhead separating the cabin from the load area, extra storage bins and a step at the rear to get into the back. The company also specifies towbars for trailers that carry the larger size water heaters.

"Typically we will run the vehicles for 4 years and cover around 200,000km before we turn them over, and we run them throughout Australia," Ashraf says.





A full day's work can comprise servicing appliances as well as the supply and installation of replacement or new hot water systems, which may be carried in the back of the Trafic. As these pages show, the fit-out included internal racking for spare parts and tools as well as a comprehensive roof loading system.



"We like to keep the same driver with each vehicle as we find this helps cut unnecessary wear and tear," he says.

"We liked the Renault extended 5-year warranty as well.

"Renault has been good to deal with, especially Kevin Abood at Peter Warren Renault in Warwick Farm, NSW. They helped us configure the vans for our needs, and Patrick Auto Care helped with the fit-out.

"The fit-out includes interior racking and shelving and roof rack and tube holders. We carry around 600kg of gear all day, comprising brassware and tools, and perhaps a small heater unit might push this to 800kg. So the vans are quite heavily loaded," Ashraf says. "Fuel economy has been in line with expectations."

"We like our guys to carry a good selection of spares so that they can undertake a service or repair in one visit, saving the client time and also making our operation more efficient as well," says Michael Merrin, Rheem's NSW Service Manager, who was also closely involved in the fleet selection process.

"When we were looking at the alternatives to our previous supplier we took driver safety very seriously," he says.

"We were concerned about crumple zones and airbags as well as driver comfort. Our guys can be in and out of the vehicles many times over an 8-hour working day, so entry and exit has to be easy and safe and the seat has to hold them securely. They can't arrive at a job feeling sore, especially if they have to bend down a lot working under benches in

laundries and kitchens. There is a lot of lifting and climbing involved in the job.

"So far our experience with Renault has been good," Ashraf says.

"If we have had things that needed attention, Renault has been quick to respond," Michael agrees.

"We will continue to buy Renaults over the next few years. We have the specification sorted out and the drivers have accepted the new vans," he says.

Kevin Abood, Dealer Principal at Peter Warren Renault says that demonstrating not only the benefits of the Trafic to Rheem, but also Renault's back-up and commitment to service, has helped forge a strong relationship between the two businesses.

"We listened to the team at Rheem and found out exactly what they wanted and then we made sure we delivered on their expectations.

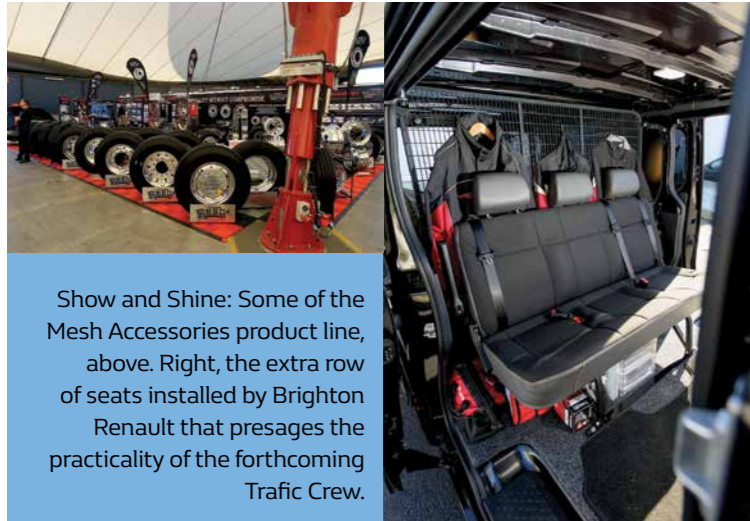
"Keeping their vehicles on the road in good condition is very important to their business and to their customers who need their hot water services working.

"The vans cover a big distance each year, and Renault has devised a factory warranty that will look after them for 5 years, which obviously provides good peace-of-mind.

"We look forward to providing more vans as the fleet turns over and doing our bit to help keep the hot water flowing," Kevin says.

## TESTIMONIAL

PHOTOS: STUART GRANT



Show and Shine: Some of the Mesh Accessories product line, above. Right, the extra row of seats installed by Brighton Renault that presages the practicality of the forthcoming Traffic Crew.



Family affair: The Hicks family; Violet, Wayne, Dara and Jackson love their 6-seat mobile billboard Traffic.



# Family favourite

**MESH** Accessories was established four years ago as specialist importer of truck wheels, including many styles of alloy, steel, chrome steel and chrome aluminium wheels from China. Now a division of TLI Global, it has added over 450 lines of truck parts and tyres to its wholesale and online [www.meshaccessories.com.au](http://www.meshaccessories.com.au) retail operation.

As General Manager Wayne Hicks told us, Mesh Accessories motto is 'Quality without Compromise'.

It therefore comes as no surprise, that after careful consideration, Wayne chose a Renault Traffic as his new vehicle, after many years driving utes.

"Over the past years I've had crew cab utes from the Japanese brands and when it came time to trade-in I looked at vans, as they offer the security the utes don't. With wheels costing up to \$600 each, I can take several at one time to a trade show or to show customers, happy in the knowledge they are safe in the back when I'm not in with the Traffic."

Before buying the Traffic, Wayne looked at offerings from both other Asian and European brands. Neither impressed him, being either too plasticky or too expensive.

"I looked around to see what van would suit our business. After looking closely at these others there was no doubt the Traffic would do the job best of all, and it was very good value."

### WAYNE'S TRAFIC IS UNIQUE.

A special order, sporting lustrous black duco was the easy bit. Slightly more difficult was the fitting of a bench seat into the cargo area, otherwise the deal was a no-go.

"The Traffic had to be black, like all our company vehicles and as I use it as my company car, it had to have the second row of seats for the family," Wayne says.

"This is where Ben Lenton from Brighton Renault really stepped up, sourcing the seat locally, having it fitted and ensuring it complied with all engineering standards. He even made sure that the fabric used closely matched the front seats."

Proving its spaciousness and versatility, Wayne's dual-

purpose Traffic can happily cart his family around with enough room for a pallet of wheels in the cargo area, securely separated by a metal cargo barrier.

"There's plenty of legroom in the rear and the kids love it," Wayne explains. "I am also a Cub Scout leader and we often have to carry extra kids and all the camping gear and things like that."

The Traffic has proven its worth as the ideal mobile showroom attending many industry events and tradeshow. A large Foxwing awning is attached to the roof racks to provide show-goers with an undercover area to look at the vast Mesh Accessories range.

Showcasing Mesh Accessories on the road, the Traffic is signwritten and decked out with a set of sporty black alloy wheels.

According to Wayne, the signwriting has transformed the Traffic into a mobile billboard and has made a big difference to the business, generating both enquiries and sales.

When asked what he liked most about his Traffic, Wayne enthuses about its twin-turbo diesel engine and outstanding fuel economy.

"The power of the twin turbo diesel engine is fantastic and

the fuel economy is brilliant. I get somewhere around 950 to 1000km per tank and the worst I've seen is around 900km around town."

But that wasn't all.

"It's also very, very comfortable to drive and has everything you want and plenty of space. It's easily the best car I've ever had by a long way."

The Traffic's car-like interior, all-round visibility and extensive range of appointments also impressed Wayne. After a few years in an auto, Wayne was initially a little hesitant about driving a manual, however he is happily kicking a clutch pedal once again.

When asked about the way the Traffic drives Wayne's response was: "I can't fault it. It drives so much better than previous vehicles and the front-wheel drive Traffic is a lot easier in the wet. It handles very well."

Customers, colleagues and suppliers have also been impressed by the Traffic and Wayne has willingly recommended it to many of them.



"I've certainly given it a wrap to several people, as both a delivery van and mobile showroom.

"I recently took one of the tyre company representatives on a four-day, 2500km road trip, from Melbourne, to Mildura, to Adelaide and back to Melbourne via Colac. He commented on how comfortable it was and how much legroom it had. To me, it was a joy to drive. Another benefit is that it is rated as a car in Victoria, so I save money on the toll roads!"

After 14,000 trouble-free kilometres Wayne is delighted with the Renault and as Mesh Accessories continues to grow, an additional Traffic may enter the fleet.

"I'm impressed with the Renault brand and I'm very impressed with the Brighton Renault team. They are great to deal with and lovely people'.

## TESTIMONIAL

PHOTOS: PAUL KANE



# Safe and Secure

**AFTER** 30 years in the security business, BullAnt Security is undergoing a significant growth spurt to ensure it remains ahead of demand.

Having built a solid reputation for service excellence and amassed an enviable collection of government and commercial clients as well as private residential customers who make use of its wide range of services, BullAnt Security is poised to take advantage of the increasing demand for proactive security across the state.

Sean Johnstone, Director of BullAnt Security, has a strategy for driving growth and keeping the company heading in the right direction.

BullAnt Security offers a broad range of protection, from simple locks and alarms to complex security solutions requiring access control or electronic defences. The company also looks after work-site security, managing everything from security audits to rescuing drivers locked out of their cars.

"As the industry evolves, so we evolve with it," Sean Johnstone says. "We have doubled our size in the past 3 years and diversified our business to ensure that we are able to meet the changing needs of our customer base.

"We have grown from a traditional locksmith and alarm service to a company committed to security in all areas. This includes facility and infrastructure security as well as monitoring, closed circuit TV and access control. We provide protection for everyone from their place of employment or training to their homes and leisure facilities," he says.

"Security never used to be a priority issue in Perth, but lately we have seen a marked increase in demand for systems at all levels, from residential to commercial and government."

Growing population and economic expansion over the past decade has led to an increasing need for proactive protection and security for the people and businesses of Western Australia.

Improvements in technology have made security systems more cost effective. This, combined with the increased ease of use and efficiency, as well as the ability to monitor systems via mobile phone, mean that more people are choosing to invest in security to give them peace of mind.

"Technology has given customers more power to remotely control their lives. Using the latest residential systems, for example, a customer can remotely unlock a door or gate to allow someone entry to their home even if they are not there, arm or disarm their alarm or they can even, using their smartphone or tablet, log on to their CCTV cameras and view their business or property," Sean says.

As a part of its business development strategy, BullAnt Security was keen to enhance its corporate image through a bright and bold vehicle sign writing programme, facilitated by the acquisition of 7 new Renault Kangoo and 2 new Trafic vans.

Installers and security guards in and around Perth, as well as the more far-flung reaches of WA, use these vehicles constantly.

"We went to the market to see what vehicles were available and we knew that Renault has a proven reputation in Europe," Sean says.



Whether it is domestic or commercial property that needs protecting, BullAnt has a solution, and trained installers on hand. Vans contain a wide range of parts, accessories and tools to install or repair systems, and are smartly fitted out inside and turned out outside.





"We had a number of qualities we were looking for in our new vehicles; from economical running to perceived resale value, functionality, cost-effectiveness in terms of fuel use and servicing, and of course the vans had to look good with our name on the side.

"As we continue to grow it is important for our vehicles to be able to carry a wide range of product and equipment to service all types of work and all areas. They must also be safe and comfortable for our technicians.

"For the installers, the additional space inside the Renaults means that they can make more site calls in a day without having to return to base to collect more products. This enhances their efficiency and helps us service our customers more effectively.

"Our methodical approach to securing the best vehicles to suit our needs brought us to Renault, and specifically to the Kangoo Maxi Crew. The Trafic also came out on top, meeting our need for a larger van capable of carrying more stock, equipment and ladders.

"We sourced our vehicles through Regents Renault. They were excellent to deal with, helping us with the internal fit-out of racking and shelving," Sean says.

"The result has been an eye-catching Renault fleet, fully fitted out and ready to serve our customers across Perth and further afield. We'll be hard to miss!" he says.

Stephen Simpson, new car sales and fleet manager at Regents Renault says the BullAnt Security vehicles will be able to provide excellent service over many years.

"These vans will be in constant use all over Perth, but this is exactly what they were designed for. We have been the leader in the supply of light commercial vehicle in Europe for the past 18 years, and in Australia in 2016 we are now the leading European van provider brand.

"The reasons for this leadership in the market are fairly clear; we have the right vehicles with the right specification at the right price and the right level of back up for a large number of Australian businesses, large or small.

"For BullAnt Security, a business on a growth trajectory, we are the perfect match because we have a range of three sizes of vans to match their needs now and into the future," Stephen says.



An eye-catching fleet helps sell the business, raise awareness and recall, vital ingredients in any success story.



## TESTIMONIAL

PHOTOS: JOHN KRÜGER

There aren't many Renault vans that run to Broken Hill on a daily basis, but Ed O'Brien's Masters are more than up to the task, even if it includes a dash on the dirt at the end. Ed's family business employs Kylie and Jye.



**EDLAN** Freight Services is a South Australian express delivery company servicing wide areas of the state based in Gawler Belt, 50 km north of Adelaide. Each day vans and light trucks head out to the mid-north, Yorke Peninsula and as far away as Broken Hill.

The company employs 15 people and 11 vehicles. It has grown from a single vehicle operation 25 years ago. The company specialises in the delivery of urgent medical supplies to a variety of customers.

Ed O'Brien owns and runs the company and says that he likes his drivers to be able to sleep at night at home, even though some have very big runs.

Ed has recently switched to Renault from another European van brand and is delighting in the practicality his two new Renault Masters and one new Renault Trafic provide, as well as pocketing substantial savings in purchase costs, and benefiting from improved fuel consumption. Even the smallest savings can make a big difference in what is a very competitive business environment.

"We have been achieving good fuel economy and the drivers enjoy the comfort of the new Renault vans," Ed says. "One of the drivers says the Trafic is like an armchair, it is that comfortable. Some of the drivers spend up to 10 hours behind the wheel each day, so comfort and ease of access is very important.

"For the route to Broken Hill, the vans will be covering around 100,000 km each year, as it is a 480 km trip each way,

while the other vans will clock up about 60,000 km. The roads are quite harsh, though we don't do too much on dirt, perhaps about 20km a day for the Broken Hill van.

"I have noticed the Renault's are lower geared so at 110 km/h they are revving at about 2000rpm, which is undoubtedly delivering fuel savings, and also enhanced reliability and longevity for the engine.

"I believe in changing the oil and filter frequently because the operating conditions are so harsh," he says.

"We decided to give Renault a go because Steve Hunt, Port Adelaide Football Club's Fleet Manager got in touch and told us about them.

"We have known Steve for some time and we trust him. He is a good fella," Ed says.

"I was delighted to be able to introduce Ed to the Renault LCV range," Steve Hunt says, "as I believe it is a really good fit for his business, especially as he covers such long distances. The superior fuel efficiency delivered by the state-of-the-art Renault diesel engines have already made a noticeable difference to his running costs, and the lower purchase price of the Renaults also made a contribution to his bottom line.

"His vans do hard km as they are on a strict delivery cycle, particularly the van going to Broken Hill every day. However, the Renaults have been more than up to the task and their performance has been revelatory for Ed.

"We look forward to him adding more Renaults to his fleet as his older vans are replaced."



# Special delivery

## NEW DELIVERY

Waste management is a topic most of us either don't think about or prefer not to think about.



**FOR** British-born Floyd Hastie, now based on Queensland's Gold Coast, liquid waste management, supplying portable conveniences and servicing them, has been his life for 30 years.

Floyd and his wife Diana took the long way to Australia, spending 5 years in New Zealand after leaving his native Nottingham.

Arriving here in 2000 Floyd quickly discovered there was a vast lack of service in the industry here. Having built his previous operations on excellent customer service in the UK and New Zealand, Floyd took the opportunity to do the same here and established Serious Pty Ltd., which specialises in hiring and servicing portable conveniences and showers, hand wash stations and water coolers.

"When we arrived here," says Floyd, "the waste industry was simply a pump-out service and nothing more. It was totally reactionary. We wanted to be proactive, with service being the key and I am proud to say that Serious has gone from strength to strength. It's hard work but that's just the way it is. We are serious about service."

Serious provides the waste removal and cleaning services for companies that supply the facilities to major events, festivals, construction and corporate sites. In addition, Serious provides its services to companies such as Toxfree, TFH, Kennard's Hire, Master Hire and Alcott hire toilets to name a few.

Operating across Brisbane and south-east Queensland, Serious has its own fleet of standard and luxury bathrooms and conveniences supplying many industries, including the



highly demanding movie and television production industry.

Before the arrival of the Renaults, Serious relied on larger Japanese light trucks to cater for larger contracts, but with the provision and servicing of portable conveniences now accounting for 60% of the business, Floyd's three Renault Masters are ideal to provide the on-site cleaning service and he is delighted with their performance.

"Initially we chose the Renault because of its tare weight and because it can be driven on a car licence", he explains. "The tare weight is critical for us. The waste component part of the tank can hold 2,000 litres and the fresh water part, 1,200 litres."

Water is used to clean the toilets, reducing the weight on board, which is then replaced with the waste component.

This method keeps the gross weight below 4,500kg allowing the Master to be driven on a car licence.

"To ensure that we stay under the limit, the vacuum tank and all the associated componentry are made from aluminium, so we can maximise the payload," Floyd says.

"We've made huge savings in terms of running costs with less diesel usage, longer tyre life, lower insurance and a cheaper rate on toll roads, the list goes on and on. I'm very happy."

---

***"It's all about being efficient with your resources, which is why we have the Renault Masters on our fleet."***

---

The Renault brand had already figured in Floyd's previous business in the UK and while the old model was a faithful servant, this latest model has impressed him with its passenger-car comfort and driving characteristics.

"Minimising driver fatigue is very important and the comfort of the Renault and its manoeuvrability are important factors," he says.

Like all successful businessmen, Floyd is a visionary and constantly strives for improvement and innovation as well as being 'hands on' with the build of every truck in his fleet. He's currently working on a concept to put a powered collection tank in the cargo area of the Master Van, so it can pull up anywhere and service conveniences without people knowing what duties it is performing.

The ability to drive the Master on a car licence has paid dividends in other ways for Serious, with two women recently joining the on-site servicing team.

"We would never have been able to attract and recruit our two latest staff members Amanda and Debbie if we just had trucks on the fleet, so the Renaults have given us an opportunity to broaden our employment base of quality staff and we no longer have to just seek those people with an MR or HR licence.

"Personally I am delighted to welcome Amanda and Debbie who will give our business a new perspective and I'm sure their extra attention to detail will be appreciated by all our customers.

"We offer a six-star service to the movie and television industry and apply the exact same principles and attention to detail to the construction industry. Everyone deserves the right to a clean toilet, otherwise what's the point of hiring it?" he says.

Another way in which the Renault Master has seen Serious flourish is through the containment of running costs, despite each truck clocking up over 50,000km annually.

"Although every business experiences cost increases, we chose to be smarter rather than simply passing on increases and the Master's overall efficiency has certainly played a part.

"There are so many portable conveniences out there, we have created zones to maximise each operator's day. Rather than driving 40km to service 5 conveniences, we cluster them into zones so that same operator could clean up to 40 in a day," Floyd says.

"It's all about being efficient with your resources and getting the best from them, which is why we have the Renault Masters on our fleet."

# Serious about Service

## TESTIMONIAL

PHOTOS: JOHN KRÜGER

Son Stephen, owner Robert and wife Jenny, pose with their Renault Master fleet and the much-loved Koleos.



**THERE'S** no better test of a car's durability and comfort than long distances in harsh conditions; which is why Warehouse Matrix has a fleet of Renault Masters.

Based at Balaklava, 100km north of Adelaide, Warehouse Matrix was established 23 years ago by Gil Wildman and his son Robert.

Originally a cleaning supplies business, it has evolved over the years to become a one-stop supply shop for a diverse range of clients.

Robert explains: "We cover everywhere from Adelaide through the York Peninsula to Pt Augusta, up to Leigh Creek and east to Renmark and the Mallee, as well as the Barossa Valley."

To service his customers, some almost 500km away, Warehouse Matrix relies on a fleet of six Renault Masters, four medium and two short wheelbase models.

Keeping it in the family, Robert's wife drives a Renault Koleos.

"Warehouse Matrix is purely business-to-business," says Robert, "Originally it was commercial cleaning supplies, but now we do packaging, office supplies, beverages and kitchenware."



"If you walked down the main street of any town, we actually have products to supply them all."

"It's a pretty big operation with a total of 19 staff."

Being a motorsport fan, Robert knew a bit about Renault and its success in Formula One before purchasing his first Master.

"We used to run another European brand," Robert explains, "but they continually had problems after 100,000km, so we switched to Renault. We've just traded in our first Master, which had 160,000km on the clock with no problems. Naturally we bought another."

Robert was quick to answer when asked what attracted him to the Renault Master.

"Several things come to mind: the tallness of the interior combined with its low loading height; outstanding reliability; the power and smoothness of the engine, and the comfortable, spacious cabin."

When asked how it stacked up to the competition Robert was equally quick to reply: "Since the first Master we haven't bought any other brand because the Renault is perfect for our business."

Each of the Masters covers about 60,000km a year and Robert says some of his staff would rather drive the Masters than their own cars.

"Behind the wheel they feel like a car," says Robert, "Occasionally I get out and do a run and it is the ease of operation, its overall economy, great turning circle and plenty of power for overtaking that I like most."

One journey regularly undertaken is a fourteen-hour round trip to Leigh Creek in South Australia's north-east. It's five hours or 450km each way plus delivery and driver rest time. Occasionally the Masters head further up the road to Lyndhurst, which adds another hour to the trip.

Apart from enjoying driving the Masters, as the business owner Robert has to keep a close eye on the dollars and cents and is very impressed by their low running costs.

"We've never had to take any of our vehicles back for warranty issues and the service costs are minimal."

"The guys average 9.5-litres per 100km and every time they leave here, they are loaded to their 1.6-tonne capacity."

And the Koleos? "My wife loves it and wouldn't drive anything else," Robert says.



# Renault fits the Matrix

## TESTIMONIAL

PHOTOS: PAUL KANE

*"What other business gives you 360-degree ocean views? People come from all over Australia and Asia to fish with us."*



# Hooked on Master's Bus



**A FEW** idyllic days away fishing off the west coast of Western Australia sounds like a dream for many. For the few who get to experience the sunny, warm weather and calm fish-filled seas, it is a trip to remember.

Blue Juice Charters, run by Gary and Talia Mitchell, transports guests 500km from Perth to Geraldton Harbour where they embark on his 65-foot vessel that provides their home and fishing platform for anything between 3 and 7 days.

"What other business gives you 360-degree ocean views?" he asks with a laugh.

In order to transport his guests from Perth, Gary previously relied on a small Japanese minibus, but recently switched to the new Renault Master Bus.

"I found out about this new bus almost by accident," Gary says. "A salesman from Regents Renault in Osborne Park called me up about it and we were in the process of considering replacing our existing bus.

"There were a few things about the old van we didn't like,

it was a bit tight inside and the ventilation system wasn't the best and you couldn't really stand up in there.

"The new Renault has none of those problems. There's plenty of space and headroom, the seats are big and the ventilation system is excellent," he says.

"The rear air conditioning is far superior to what we had in our old vehicle, the features and ease of controls are great.

"The size, the comfort were a key benefit and for the driver, it is a lot more pleasant as well. Our passengers have commented on the comfort of the van and it also really stands out. We plan to put some livery on it in the near future to turn it into a mobile billboard for the charter business," Gary says.

"The bus really stands out as well, there are so many vans that look like our last bus, but this one is different. We're covering around 12,000km per month in the bus, and we love the fact that it is more fuel-efficient than the old vehicle. The best bit is the 100-litre fuel tank, which means we don't need to stop to refuel on the road. We can get 900km out of a tank,

## FANCY SOMETHING FISHY?

"We are passionate about our fish," says Gary Mitchell.

"This passion for fishing has seen Blue Juice open up new fishing trips to the deeper waters beyond 300m and extended live aboard seasons to exciting new destinations like the Montebello and Abrolhos Islands.

"Blue Juice charters is a family run business that began in 2004, and quickly made its mark on the Perth fishing charter scene. We offer day fishing, charter trips from Hillarys for both groups and individuals, as well as custom charters: sport fishing, bottom fishing, trolling for Mahi Mahi, or a relaxing day at Rottenest Island.

"We offer extended trips to the Abrolhos Islands from April to June from Geraldton, and trips to the Montebello Islands departing from Exmouth between July and September.

"Our boat, Bluewater, is custom-made for charter fishing. It's no cheaply converted cray boat. All accommodation is below deck in air-conditioned comfort, while the fishing deck itself is one of the largest in West Australian waters.

"We only employ professional skippers and crew with unrivalled experience in these waters," Gary says.

The Blue Juice Charter business is based at a new booking and customer service office in Mullaloo, close by Hillarys boat harbour, Perth.



which is impressive for a loaded bus with a 1-tonne, four-wheel trailer. Buying fuel in Perth is cheaper than buying it on the road, so that provides a bit of a saving too.

"Before we were approached about the bus, I knew Renault was big in Formula 1 and I knew they did vans, but I didn't know about the bus.

"We carry up to 10 people at a time up to Geraldton for the fishing trips, the trailer carries a lot of the provisions we need for the week away. We take much of the food with us from Perth but the perishables we pick up in Geraldton prior to casting off.

"The fishing trips are popular and we get quite a lot of repeat business. People come from all over Australia and even in from Asia just to go fishing with us," he says.

Gary has been running the fishing trips for more than 11 years and still loves the adventure of heading out with a new group of keen anglers, looking forward to peace and quiet away from the rat race.





Renault's new Master Bus is hard at work in eastern Victoria transporting herds of Year 9s to a variety of outdoor adventures.

**RENAULT** has begun sales of its fully imported 12-seater Master Bus to schools in Australia, with the School for Student Leadership's Snowy River Campus in Gippsland, Victoria, taking delivery of two identical specification vehicles.

The buses will be used at the outdoor adventure school, based near Marlo, at the mouth of the Snowy River. Here, Year 9 students spend up to 10 weeks at a time exploring pursuits such as surfing, hiking, kayaking and mountain biking, while learning self-reliance and leadership skills.

Principal Mark Reeves says the Renault Master Bus met all the School's requirements from functional, economical and operational perspectives.

"The Renault Master Bus seemed to be exactly the right size. It is very spacious inside and it can be driven on a regular car license by all of my staff," he says.

"Pricing was critical for us and the Master Bus comes fully equipped for our needs, at about \$60,000. Annual servicing, teamed with service intervals of up to 30,000km are key benefits for us, as we only cover around 12,000km per year, so we should only need one annual visit to the dealership. Some other buses need a service every 10,000km or six months.

"The Master Bus is simple to drive, and as we have about 20 staff at each campus, and any of them could be called on to drive it,

this is important. We do a fair bit of dirt road driving and the Bus is very stable. It has good road holding and steering. It feels safe and secure, and has excellent ABS. It leaves the old bus for dead.

"Our bus came with an electric sliding side door and the students really love the USB chargers for their iPods and iPhones. Because we have patchy coverage for free-to-air radio, the kids bring their own music along. One of the biggest surprises was the aircraft-style cabin heater which runs down the length of the cabin. It's a real winner," Mark says.

"The seats are really comfy, there's plenty of room inside, and with the front-wheel drive and low flat floor in the luggage area, we can store all of the students' adventure packs. We also tow a trailer for the kayaks," he says.

"When the students aren't complaining about something it is a sign they are content, and so far the Master has passed muster with them," Mark says.

"With our price, powerful and economical drivetrain, long service interval, Capped Price Servicing for the first 3 scheduled services of just \$349, and our 5-year/200,000km factory warranty for the Master Bus, it provides an exceptional package for school bus buyers and plenty of peace-of-mind," says Renault LCV Model Line Manager, Lyndon Healey, who led the programme to bring this high specification people-moving version of the Master range to Australia.

# Master Bus Gets A Lift

**MELBOURNE**-based Norden Conversion, has produced a Master Bus that can accommodate two wheelchairs as well as 7 passengers and a driver.

"We could see a demand for a bus that offers accommodation for two wheelchairs from community groups and schools that also maximises the regular number of seats retained. Working in conjunction with Norden, we have created a product that meets a wide range of needs," says Lyndon Healey, Model Line Manager for Renault LCV.

In addition to community groups and schools, the converted Master Bus is ideal for city and local councils' health and social services departments, private and public aged community and respite homes, as well as maxi-taxi and regional bus operators.

"The conversion has been carried out to a very high standard, and provides a competitively-priced vehicle that outshines other offerings in the market," Lyndon said.

"To permit the wheelchair access we installed a Braun L918 chairlift without requiring any structural modifications to the bus," says Nick Kotsonis, Norden Conversion's Business Development Manager.

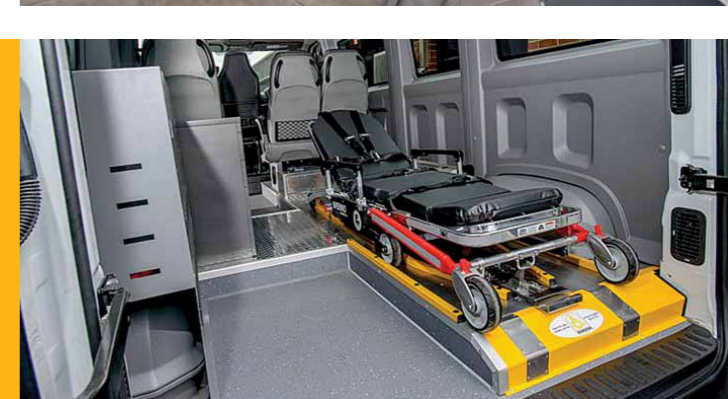
With two wheelchairs installed, two rear-facing, lightweight, high-backed seats are situated against the back of the front seats, with three further single seats mounted down the side, one behind the other. All feature three-point inertia-reel seat belts.

One of the advantages of the generous headroom is that carers for wheelchair passengers will not need to bend their heads when moving around inside. The flat floor also reduces the tripping hazard.

Norden has bought a Master Bus to convert and use as its own demonstrator and for short-term hire to customers who may have a bus off the road being serviced or repaired, or simply need extra transport capacity.

"We have also provided the customer who ordered with wheelchair lift equipped buses with two standard Master Buses, where we have fitted a few modifications, such as additional handrails and tinted windows," Nick says.

"A key factor for us is that Renault offers a more competitive price than other European suppliers, a price that is comparable with suppliers from Asia, but superior in terms of interior space and carrying capacity," he said.



## Master Bus stretches its appeal

Norden Conversion has also just delivered a Master patient transport Bus, complete with slide in full-size stretcher. The bus interior design has been reconfigured to allow the retention of three regular seats for carers, as well as a space for securing a folded wheelchair, along with drawers for medical supplies and a detachable medical oxygen tank. The stretcher Bus will be delivered to the Goulburn Valley Health Authority.

## About the School for Student Leadership

The School for Student Leadership is a Victorian Department of Education and Training (DET) initiative offering a unique residential education experience for Year 9 students. The curriculum focuses on personal development and team learning projects sourced from students' home regions. There are three campuses in iconic locations across Victoria. The Alpine School Campus is located at Dinner Plain in the Victorian Alps. Snowy River Campus is near the mouth of the Snowy River at Marlo in east Gippsland. The third site is adjacent to Mount Noorat near Camperdown in Victoria's Western District, and is called Gnurad-Gundidj.



# DEALERS



# RENAULT

Passion for life

Rolfe Renault	15 Josephson St	Belconnen	ACT	2617	02 6213 1250
Rolfe Renault	152 Melrose Dr	Phillip	ACT	2606	02 6282 8000
Alessi Renault	609 Hume St	Albury	NSW	2640	02 6041 0840
Sydney City Renault	93 O'Riordan St	Alexandria	NSW	2015	02 9398 7666
McCarrolls Renault (Artarmon)	395 Pacific Hwy	Artarmon	NSW	2064	02 8424 6888
Col Crawford Renault	497 Pitwater Rd	Brookvale	NSW	2100	1300 138 783
Castle Hill Renault	17 Victoria Ave	Castle Hill	NSW	2154	02 8853 3888
Brian Hilton Renault	600 Pacific Hwy	Gosford	NSW	2250	02 4328 2888
AMR Renault	1-5 Hawthorne Parade	Haberfield	NSW	2045	02 8757 0777
Dominelli Renault	579 Princess Highway	Kirrawee	NSW	2232	02 9545 9000
Macarthur Renault	12 Yarmouth Place	Narellan	NSW	2567	02 4636 8888
John Davis Renault	34 Bathurst Rd	Orange	NSW	2800	02 6362 0966
Annlyn Renault	93-99 York Road	Penrith	NSW	2750	02 4722 9900
John Oxley Motors	130 Hastings River Drive	Port Macquarie	NSW	2444	02 6588 8555
Tamworth Renault	257-259 Marius St	Tamworth	NSW	2340	02 6763 1500
Thomas Bros Renault	63 Dobney Ave	Wagga Wagga	NSW	2650	02 6926 0500
Peter Warren Renault	13 Hume Hwy	Warwick Farm	NSW	2170	02 9828 8844
McCarrolls Renault (Newcastle)	10 Dangar St	Wickham	NSW	2293	02 4963 9188
Gateway Renault	40-42 Flinders St	Wollongong	NSW	2500	02 4222 8866
Trinity Renault	47 McLeod St & Florence St	Cairns	QLD	4870	07 4050 5035
Village Renault	433 Elizabeth Ave	Kippa Ring	QLD	4021	07 3883 0900
Cricks Renault	12 Wisers Rd	Maroochydore	QLD	4558	07 5409 4100
DC Motors	85 Derby Street	Rockhampton	QLD	4701	07 4999 1200
Sunshine Renault	187 Nerang Street	Southport	QLD	4215	07 5555 7400
Cricks Highway Renault	3463 Pacific Hwy	Springwood	QLD	4127	07 3290 8181
Armstrong Renault	332 James St	Toowoomba	QLD	4350	07 4690 2374
Parry Euro	515-593 Sturt St	Townsville	QLD	4810	07 4726 2626
Metro Renault	150 Lutwyche Rd	Windsor	QLD	4030	07 3866 9701
Unley European	284 Unley Rd	Hyde Park	SA	5061	08 8306 7755
Main North Renault	75 Main North Rd	Nailsworth	SA	5083	08 8309 5055
Hobart Renault	25 Barrack St	Hobart	TAS	7000	03 6231 0503
Neil Buckby Motors	266 York Street	Launceston	TAS	7250	03 6334 8444
Barry Bourke Renault	755 Princes Hwy	Berwick	VIC	3806	03 9707 2222
Brighton Renault	797 Nepean Hwy	Brighton East	VIC	3187	03 9599 2100
Watson Renault	420 Grimshaw St	Bundoora	VIC	3083	03 9467 4677
Eastern Renault	25 Hewish Rd	Croydon	VIC	3136	03 9723 5555
Bendigo Renault	82-90 Midland Highway	Epsom	VIC	3551	03 5430 4000
Rex Gorell Prestige	481 LaTrobe Trc	Geelong	VIC	3220	03 5227 4777
Waverley Renault	350 Springvale Rd	Glen Waverley	VIC	3150	03 9560 4711
Werribee Renault	181-185 Old Geelong Rd	Hoppers Crossing	VIC	3029	03 8734 4900
Essendon Renault	600 Mt Alexander Rd	Moonee Ponds	VIC	3039	03 8325 9339
Melbourne City Renault	539 Church St	Richmond	VIC	3121	03 9429 7045
Sale Renault	124-138 York Street	Sale	VIC	3850	03 5144 2133
Shepparton Renault	8004 Melbourne Rd	Shepparton	VIC	3630	03 5823 2940
Melbourne City Renault	282 Normanby Road	South Melbourne	VIC	3205	03 9429 7045
Warragul Renault	167 Queen Street	Warragul	VIC	3820	03 5622 0000
Warrnambool Renault	174 Raglan Parade	Warrnambool East	VIC	3280	03 5561 2341
Ballarat Renault	1051 Howitt St	Wendouree	VIC	3355	03 5339 5744
Southwest Renault	Cnr Robertson Dr & Bovell St	Davenport	WA	6230	08 9724 7700
Melville Renault	164 Leach Hwy	Melville	WA	6156	08 9330 6666
Regents Renault	304-308 Scarborough Beach Road	Osborne Park	WA	6017	08 9273 2000
Wanneroo Renault	8 Prindiville Drive	Wangara	WA	6065	08 9409 4799

## YOUR AT-A-GLANCE GUIDE TO RENAULT'S LCV FLEET MODEL RANGE

### KANGOO



Overseas model shown

SWB van, 1.2-litre petrol: 6.2L/100km 6-spd Manual, 6.5L/100km 6-spd EDC Auto, front-wheel drive, 2-seats, 3.0m<sup>3</sup> capacity, 675/540kg payload. LWB van/Crew, 1.5-litre turbo diesel: 4.7L/100km, 6-spd manual, FWD, 2/5-seats, 4.0m<sup>3</sup> load space, 829kg payload, towing capacity 1050kg (all)

### TRAFIC



Overseas model shown

SWB, LWB, Crew van, 1.6-litre, single and twin turbo diesel, 66/103kW, 260/340Nm, 6.2L/100km, 6-spd manual transmission, FWD, 3/6-seats, 5.2m<sup>3</sup> SWB, 6.0m<sup>3</sup> LWB capacity, 1.2-tonnes payload (SWB manual), 200kg roof load, towing capacity 2000kg

### MASTER



Overseas model shown

SWB, MWB, LWB Van, Platform cab, Bus 2.3-litre twin turbo diesel, 120kW, 360Nm, 6.9L/100km 6-spd manual, (110kW, 350Nm Quickshift), FWD, 3/12-seats, 8m<sup>3</sup> SWB, 10.8m<sup>3</sup> MWB, 13m<sup>3</sup> LWB capacity, 1694kg payload (SWB auto), 2500kg towing capacity, 3510kg GVM

### MASTER



Overseas model shown

LWB, High Roof ELWB van, 2.3-litre twin turbo diesel, 120kW, 360Nm, 6-spd manual, (110kW, 350Nm Quickshift), RWD, 3-seats, 12.4m<sup>3</sup> LWB, 17m<sup>3</sup> ELWB capacity, 2129kg payload (ELWB manual), 3000kg towing capacity, 4500kg GVM

### MASTER



Overseas model shown

LWB Single Cab, Motor Home, 2.3-litre twin turbo diesel, 120kW, 360Nm, manual (110kW, 350Nm Quickshift), RWD, 3-seats, 2525kg payload MWB, 2490kg payload LWB, 3000kg towing capacity, 4500kg GVM

### MASTER



Overseas model shown

LWB Dual Cab, 2.3-litre twin turbo diesel, 120kW, 360Nm, manual (110kW, 350Nm Quickshift), RWD, 7-seats, 2272kg payload, 3000kg towing capacity, 4500kg GVM, Eaton differential lock

## Regents rule in WA

RENAULT has been making up ground in the West, with Osborne Park-based Regents Renault, situated north of the CBD, enjoying growing interest in its LCVs.

Luke Stein, General Sales Manager, leads the team with Stephen Simpson, Sales Manager, and sales executives Robert Hodge and Keenan Blankenaar (pictured, right to left).

Stephen has been selling Renaults since 2003, first in his hometown of Liverpool in northern England, then for a dealer in Sydney, before shifting to Perth 2 years ago.

"Regents Renault is a stand-alone dealership and has been selling Renaults for 4 years. We have seen strong growth in LCV sales in the

past couple of years," Stephen says. "Recently, the offers on servicing and a 5-year warranty for Kangoo have increased showroom traffic and sales. Many customers are impressed by the 18-year run as Europe's favourite LCV supplier, and LCVs now account for around 30% of our business.

"We are expecting this to increase still further this year," he says.

"Many businesses are switching out of utes into vans because they are more affordable, offer greater load security and they are more comfortable to drive," he says. "They offer more load capacity as well."

"We have won a lot of business from tradesmen; builders and plumbers, and painters and electricians. We have started to see repeat business from customers, adding more Renaults to their passenger and van fleets."





**RENAULT  
PRO+**

# Have another look. The judges did.



For the second year in a row, the judges for Delivery Magazine's 'Van of the year' awards liked what they saw. "Renault Kangoo is a great little van. It's comfortable, it's quiet, it steers, it turns. It's well equipped too."

And "After driving the Renault Trafic around Delivery's test route, I was very tempted to just keep going and take this awesome little load carrier home."

Now you should take a look. Take a test drive at your nearest Renault dealer.