

Renault
Group

RENAULT DACIA MULTI-BRAND SITES

Service reception configurations

Edition v1 • June 2022

What to remember?

Service reception of the multi-brand sites is identified according to different configurations:

- dedicated service reception to each brand,
- common service reception.

For common service reception, brands are present on the wall in a similar manner to that used for the identification of common workshop bays.

In any case, Renault furniture, composed of reception modules and storage units, is used allowing different configurations adapted to the number of advisors.

1

RENAULT SERVICE RECEPTION

Basic configuration

Former standards
Non applicable
Please, refer to the Renault guidelines

IDENTIFICATION PRINCIPLES

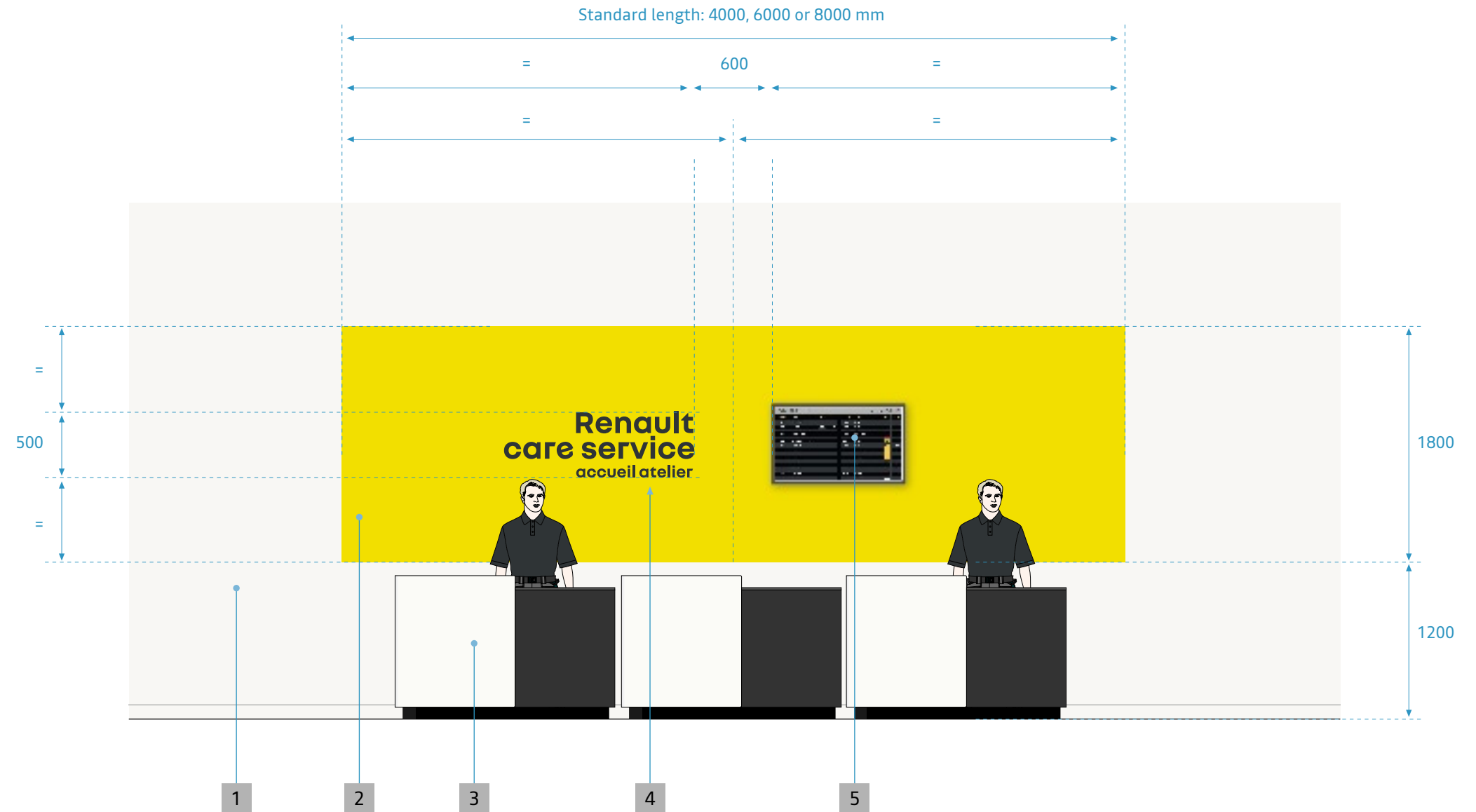
Service reception is identified by a yellow rectangular wall.

A text "Renault care service" associated to the mention "accueil atelier" confirms the activity of this area.

A TV set presents to the customers the schedule of after-sales operations.

Reception furniture modules (with storage unit) allows to create adapted configurations to the number of Service advisors.

- 1 RAL 9010 white wall matt finish.
- 2 Pantone yellow 3955 C matt finish, (silk or fine textured to easy cleaning).
- 3 After-Sales reception furniture.
- 4 Texts in Nouvel'R Bold typeface, black adhesive, right-aligned, matt finish
- 5 43" TV Set.



Renault Service reception with 3m wall

Former standards
Non applicable
Please, refer to the Renault guidelines

IDENTIFICATION PRINCIPLES

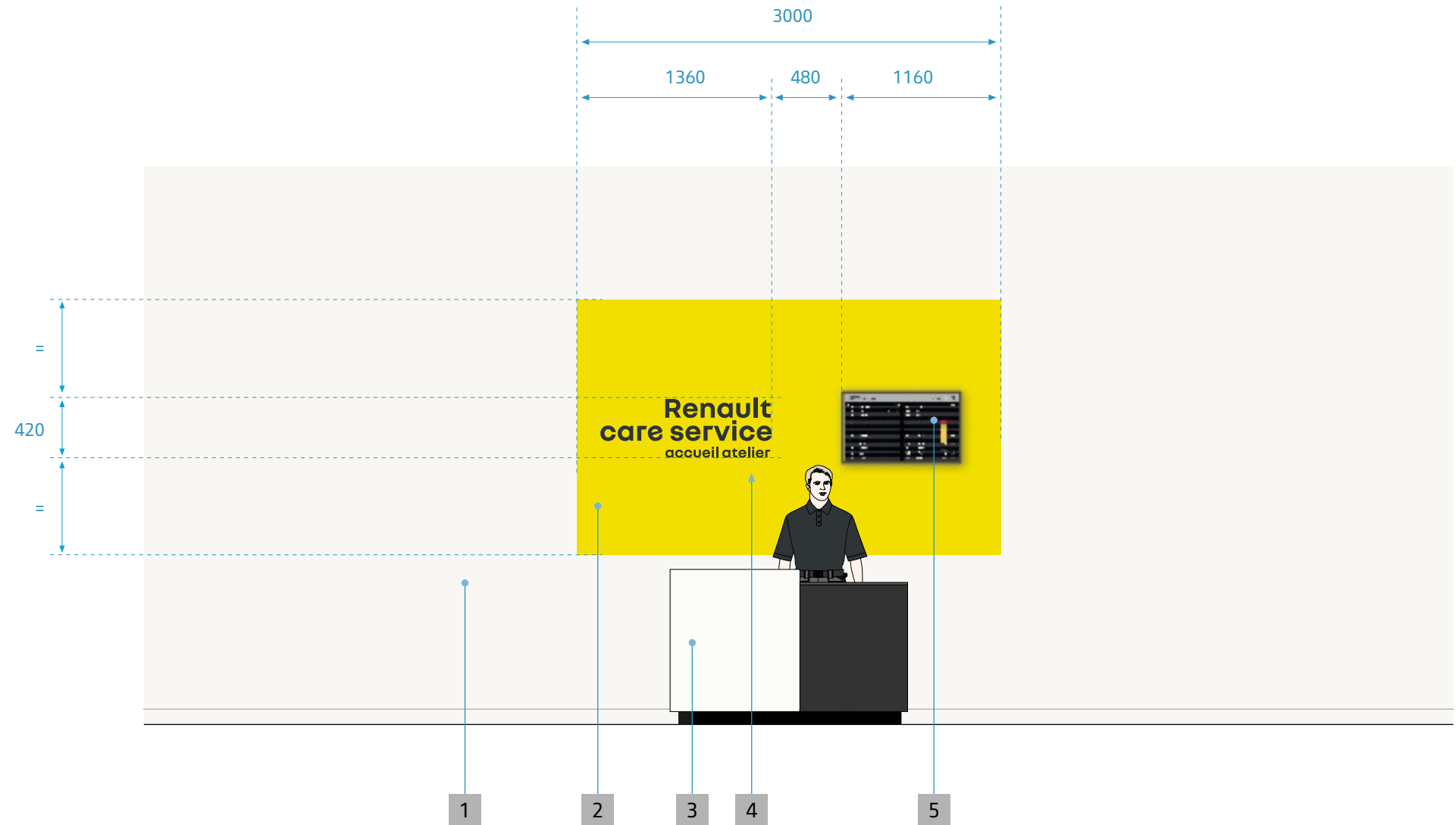
Service reception is identified by a yellow rectangular wall.

A text "Renault care service" associated to the mention "accueil atelier" confirms the activity of this area.

A TV set presents to the customers the schedule of after-sales operations.

Reception furniture modules (with storage unit) allows to create adapted configurations to the number of Service advisors.

- 1 RAL 9010 white wall matt finish.
- 2 Pantone yellow 3955 C matt finish, (silk or fine textured to easy cleaning).
- 3 After-Sales reception furniture.
- 4 Texts in Nouvel'R Bold typeface, black adhesive, right-aligned, matt finish
- 5 43" TV Set.



2

DACIA SERVICE RECEPTION

Basic configuration

Please, refer to the Dacia guidelines

IDENTIFICATION PRINCIPLES

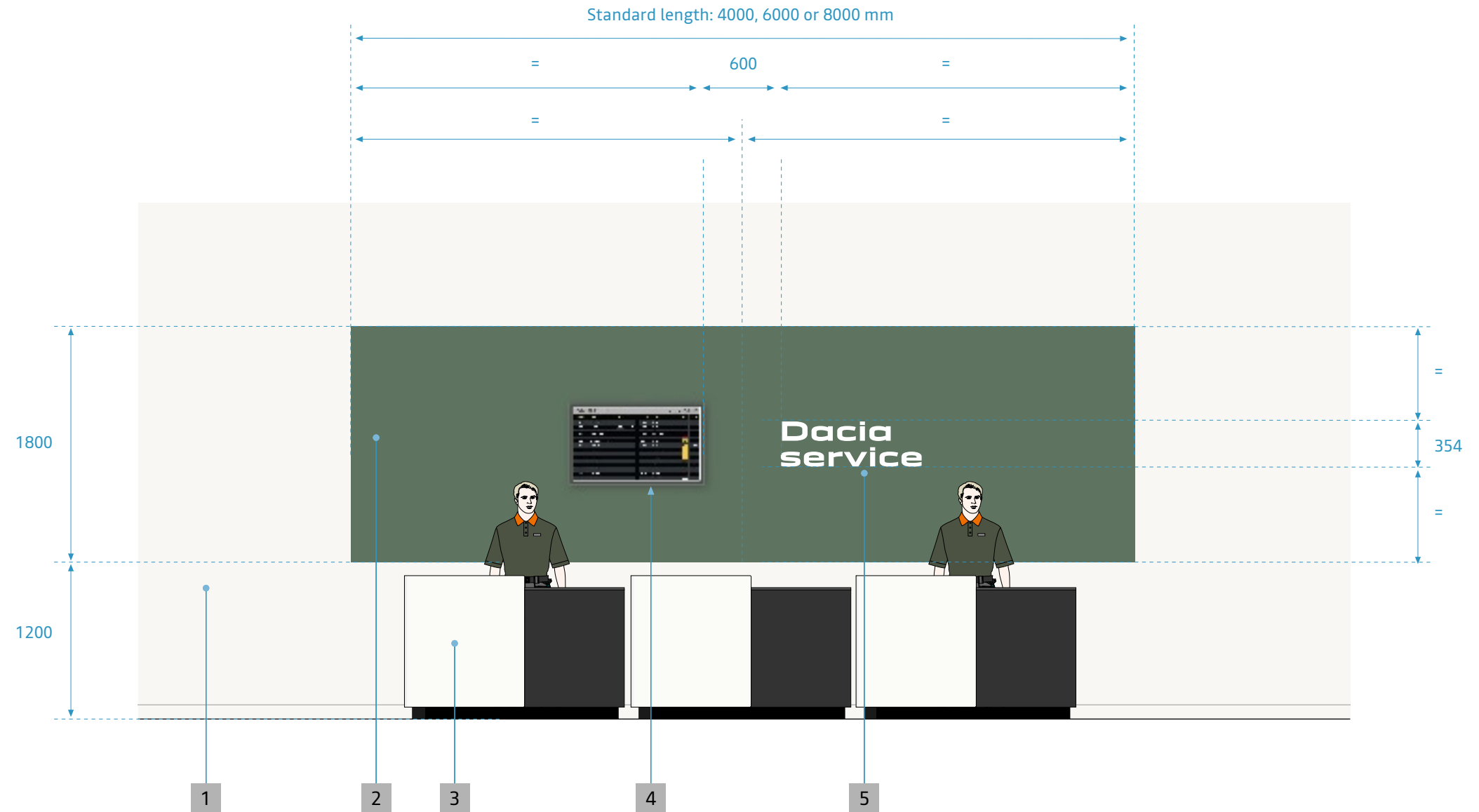
Dacia service reception is identified by a khaki rectangular wall with text "Dacia service".

A TV set presents to the customers the schedule of after-sales operations.

Reception furniture modules (with storage unit) allows to create adapted configurations to the number of Service advisors.

Design of Dacia Area may vary subject to Dacia design final validations.

- 1 RAL 9010 white wall matt finish.
- 2 Painted wall in Pantone Khaki 5615 C matt finish (silk or fine textured to easy cleaning).
- 3 After-Sales reception furniture.
- 4 43" TV set.
- 5 Texts in Dacia Block Extended Bold typeface, white adhesive, left-aligned.



Dacia Service reception with 3m wall

Please, refer to the Dacia guidelines

IDENTIFICATION PRINCIPLES

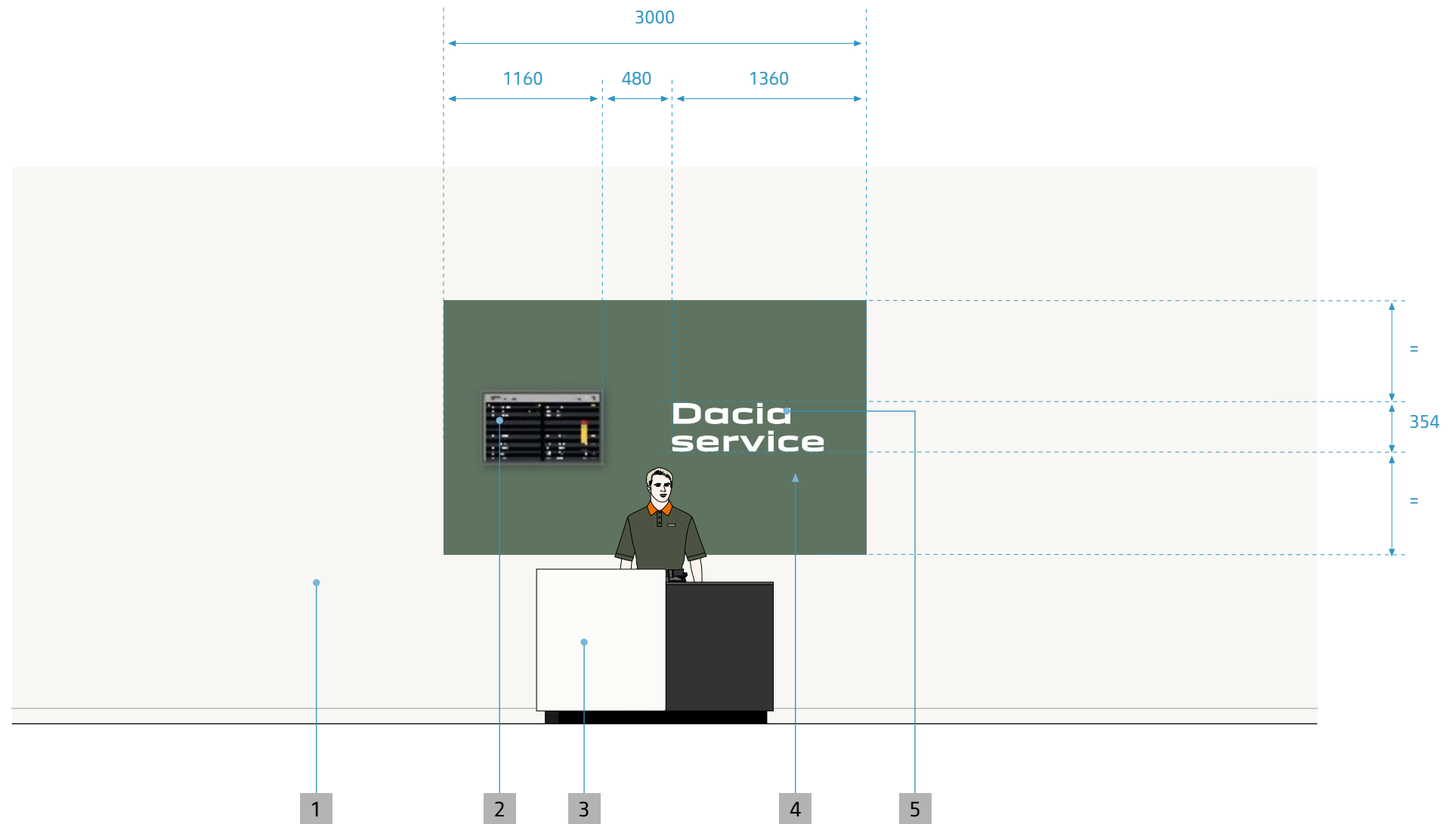
Dacia service reception is identified by a khaki rectangular wall with text "Dacia service".

A TV set presents to the customers the schedule of after-sales operations.

Reception furniture modules (with storage unit) allows to create adapted configurations to the number of Service advisors.

Design of Dacia Area may vary subject to Dacia design final validations.

- 1 RAL 9010 white wall matt finish.
- 2 43" TV set.
- 3 After-Sales reception furniture.
- 4 Painted wall in Pantone Khaki 5615 C matt finish (silk or fine textured to easy cleaning).
- 5 Texts in Dacia Block Extended Bold typeface, white adhesive, left-aligned.



2

DACIA SERVICE RECEPTION

Service reception with dedicated advisors

Please, refer to the Renault or Dacia guidelines

IDENTIFICATION PRINCIPLES

Renault service reception is identified by a yellow rectangular wall with text "Renault care service" associated to the mention "accueil atelier".

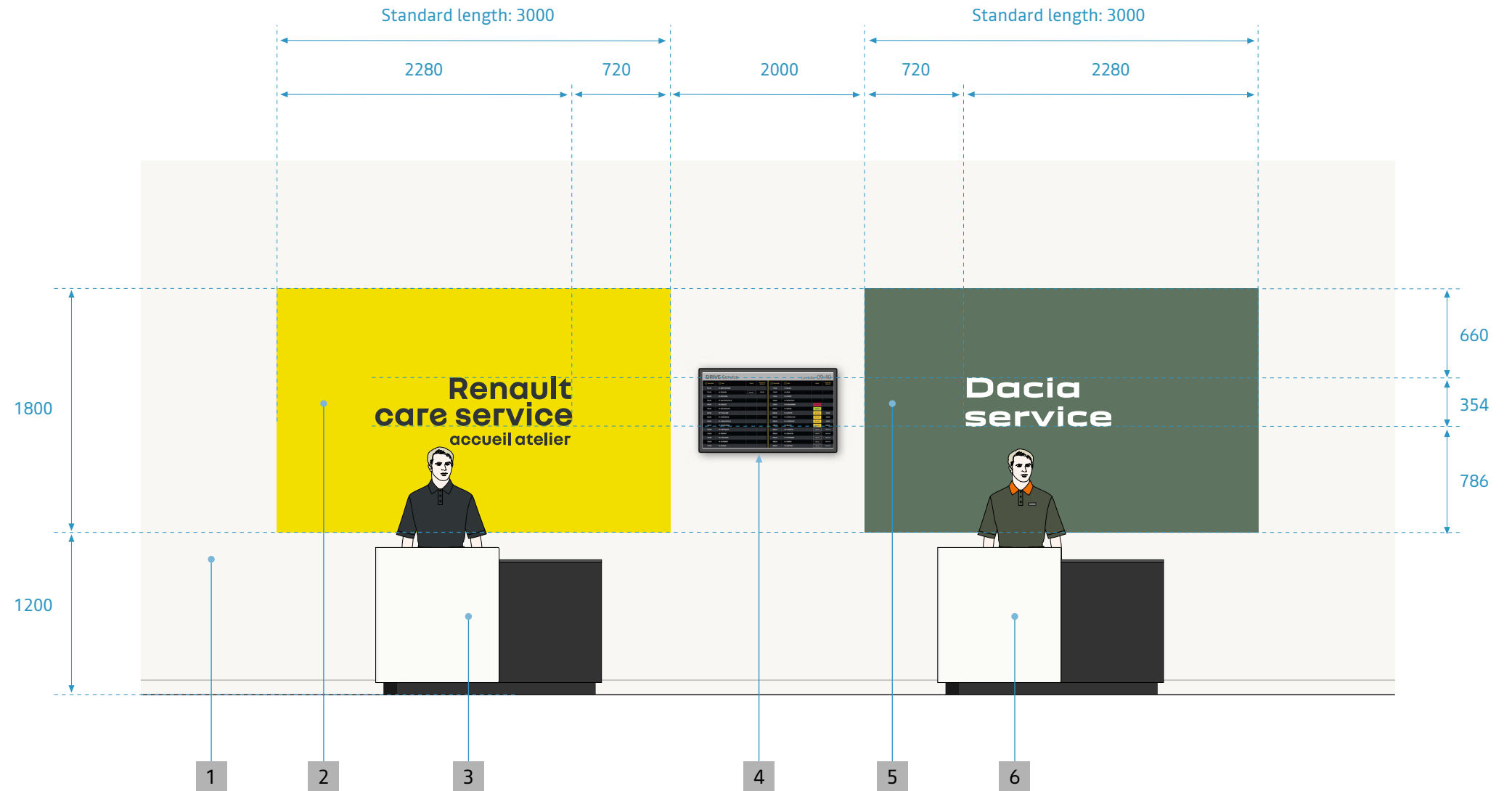
Dacia service reception is identified by a khaki rectangular wall with text "Dacia service".

Coloured walls are separated with a 2m neutral space where the TV set is implanted as it gives common information about after-sales schedule.

Reception furniture modules (with storage unit) are the same for both brands.

Design of Dacia Area may vary subject to Dacia design final validations.

- 1 RAL 9010 white wall matt finish.
- 2 Pantone yellow 3955 C matt finish with texts in Nouvel'R Bold typeface, black matt adhesive, right-aligned.
- 3 After-Sales reception furniture.
- 4 43" TV set on a neutral white matt wall.
- 5 Painted wall in Pantone Khaki 5615 C matt finish (silk or fine textured to easy cleaning). Texts in Dacia Block Extended Bold typeface, white adhesive, left-aligned.



Common multi-brand service reception

IDENTIFICATION PRINCIPLES

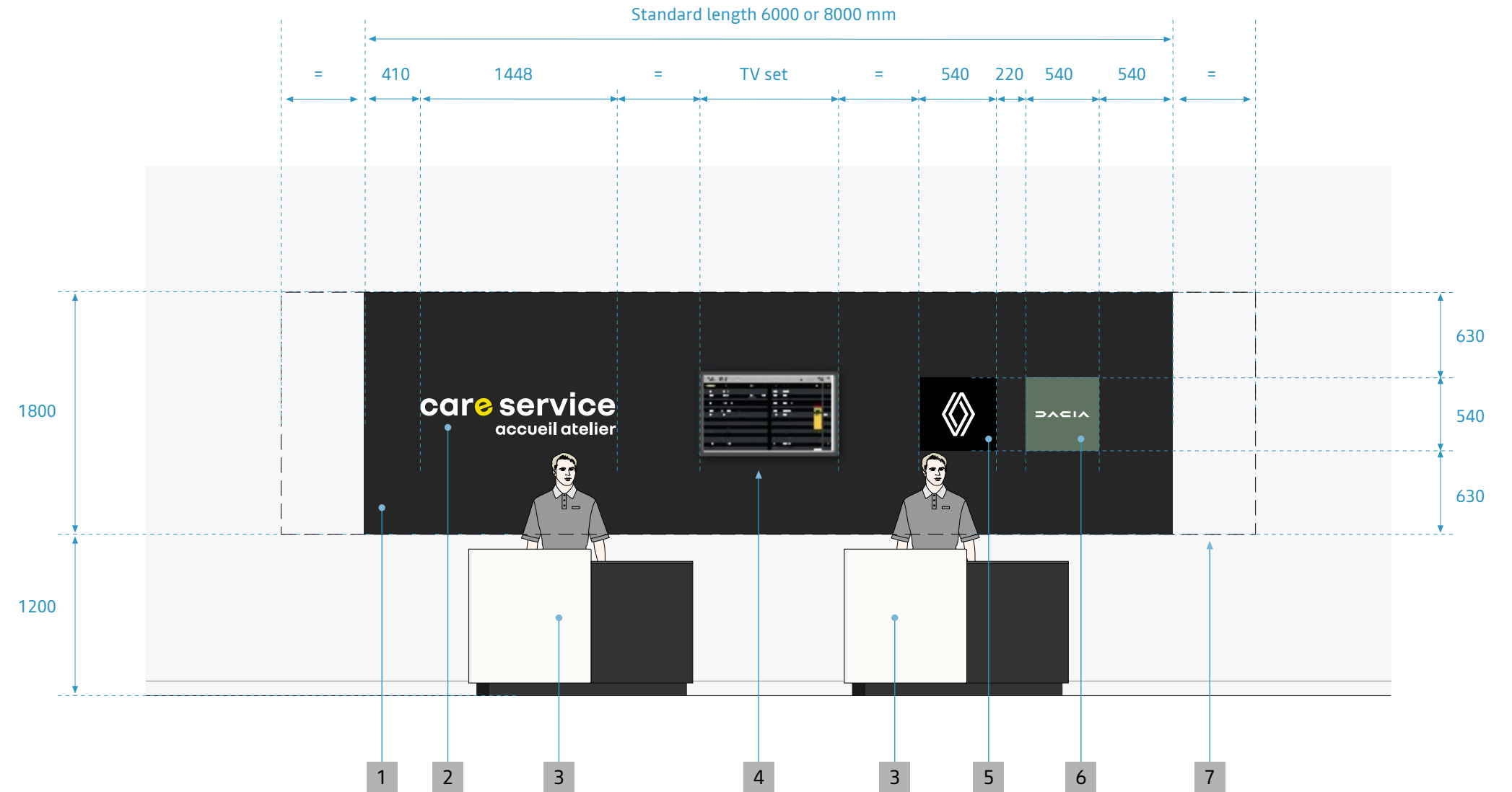
Common service reception is identified by a dark grey rectangular wall with text "Renault care service" associated to the mention "accueil atelier".

A TV set presents to the customers the schedule of after-sales operations.

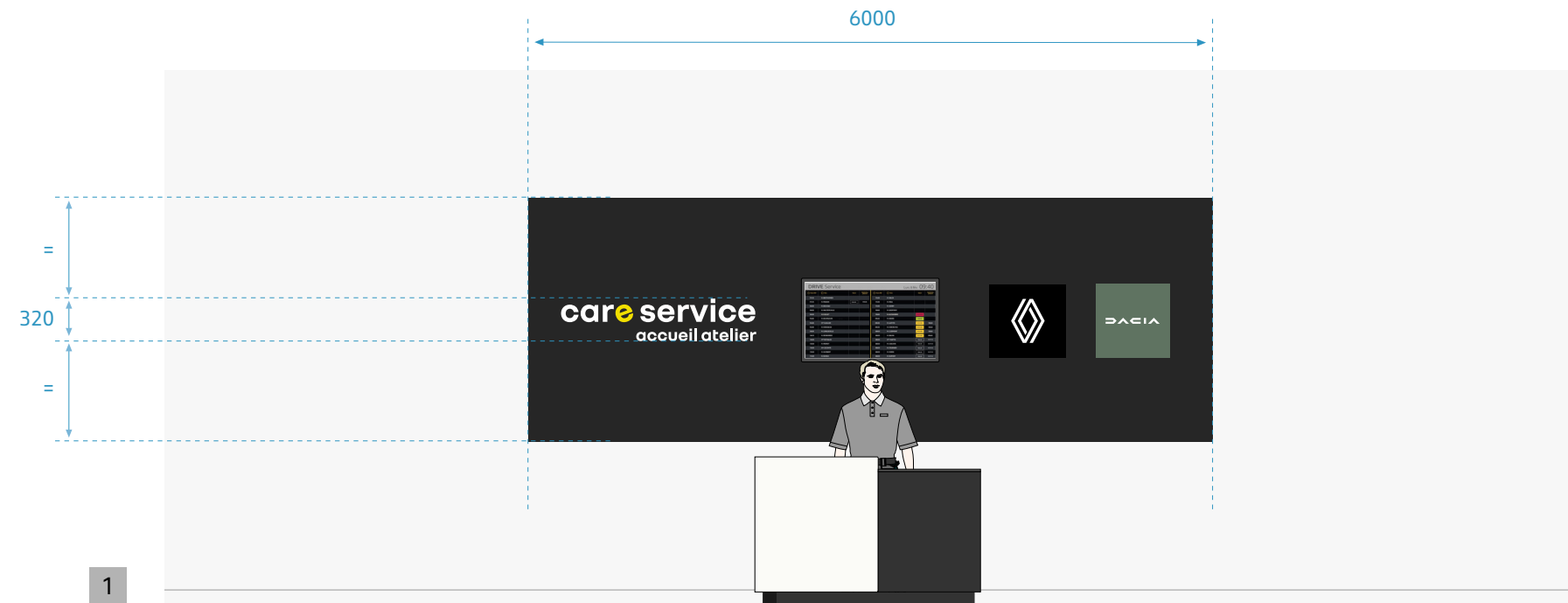
On the right part of the wall, brands are identified by a signature similar to those on the after-sales facade implanted close to the bays.

Reception furniture modules (with storage unit) are the same for both brands.

- 1 RAL 7021 dark grey wall matt finish (silk or fine textured to easy cleaning).
- 2 Texts "care service" and "accueil atelier" in Renault Group Bold typeface, white and yellow matt adhesive, right-aligned.
- 3 After-Sales reception furniture.
- 4 43" TV set implanted in the central part of the wall.
- 5 RAL 9005 black matt square with Renault emblem in white, adhesive matt finish.
- 6 Khaki 5615 C square with Dacia logotype in white, adhesive matt finish.
- 7 Possible extension of the length of the dark grey wall.



Variations



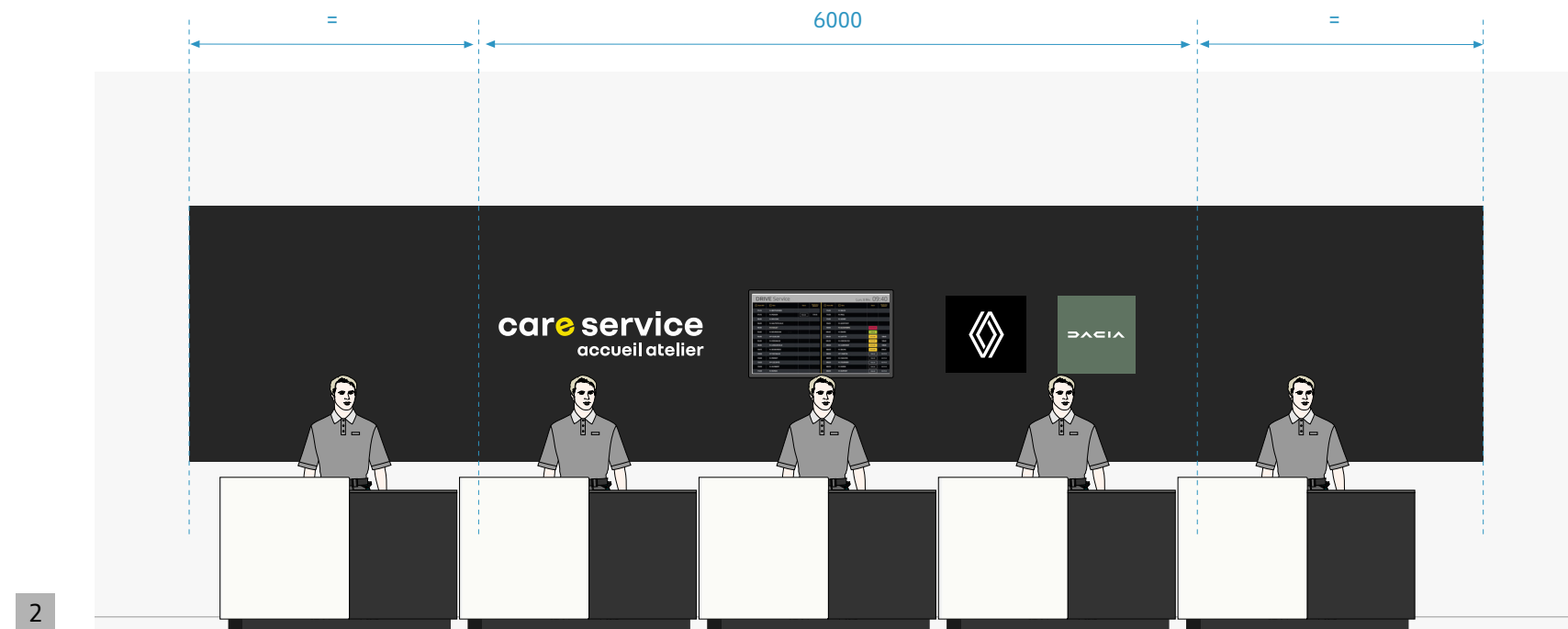
PRINCIPLES

Adaptation to the number of advisors is done by:

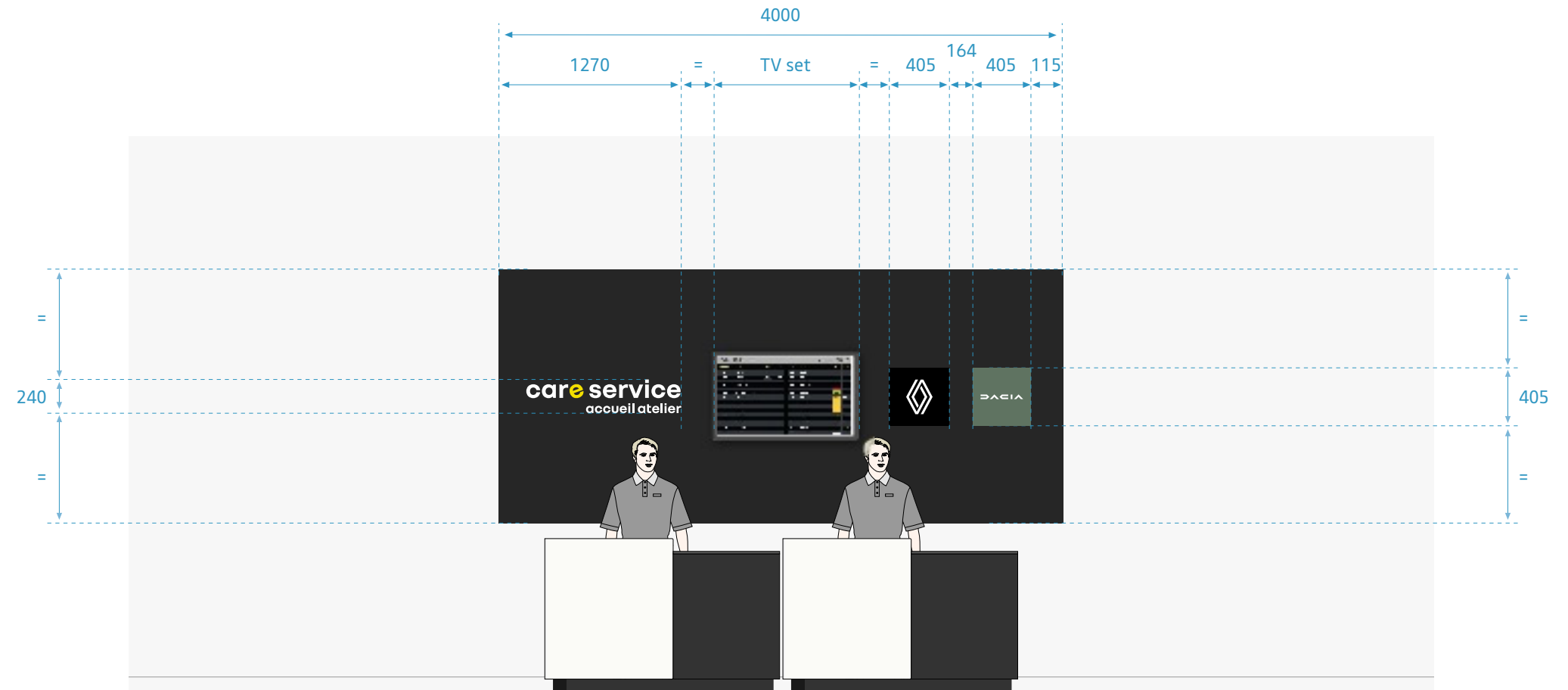
- The extension of the length of the dark grey wall.
- The number of furniture modules.
- Distances between components on the dark grey wall are always the same whatever is the total length of the wall.
- The dimensioning of the dark grey wall is done equally on both sides of the central part of 4000 mm.

1 Single advisor configuration.

2 Extended configuration.



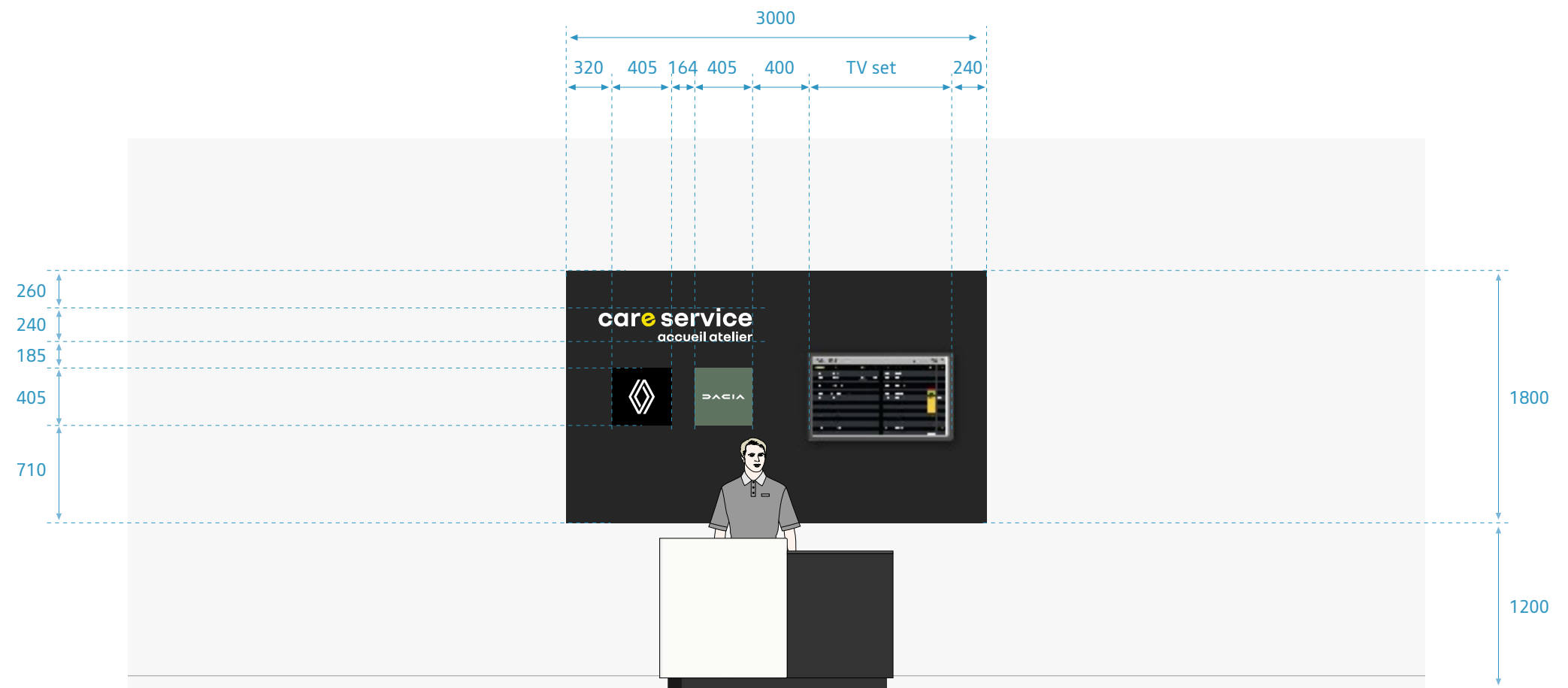
4 m multi-brand reception wall



PRINCIPLES

- Adapted dimensions of lettering and plates compared with standard walls.
- Constant proportions between graphic items.
- 43" TV set standard size.

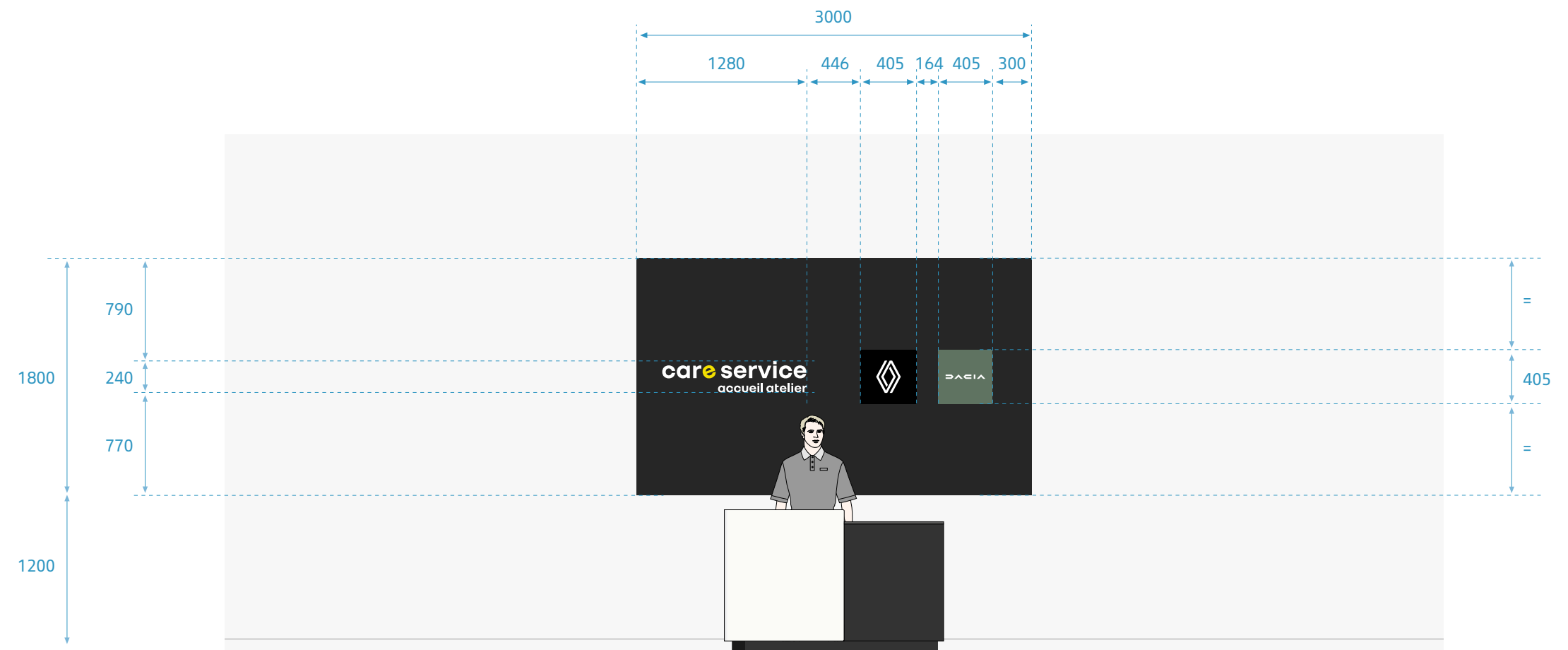
3 m multi-brand reception wall



PRINCIPLES

- Dimensions of lettering and plates are the same as for 4m wall.
- Constant proportions between graphic items.
- 43" TV set standard size.

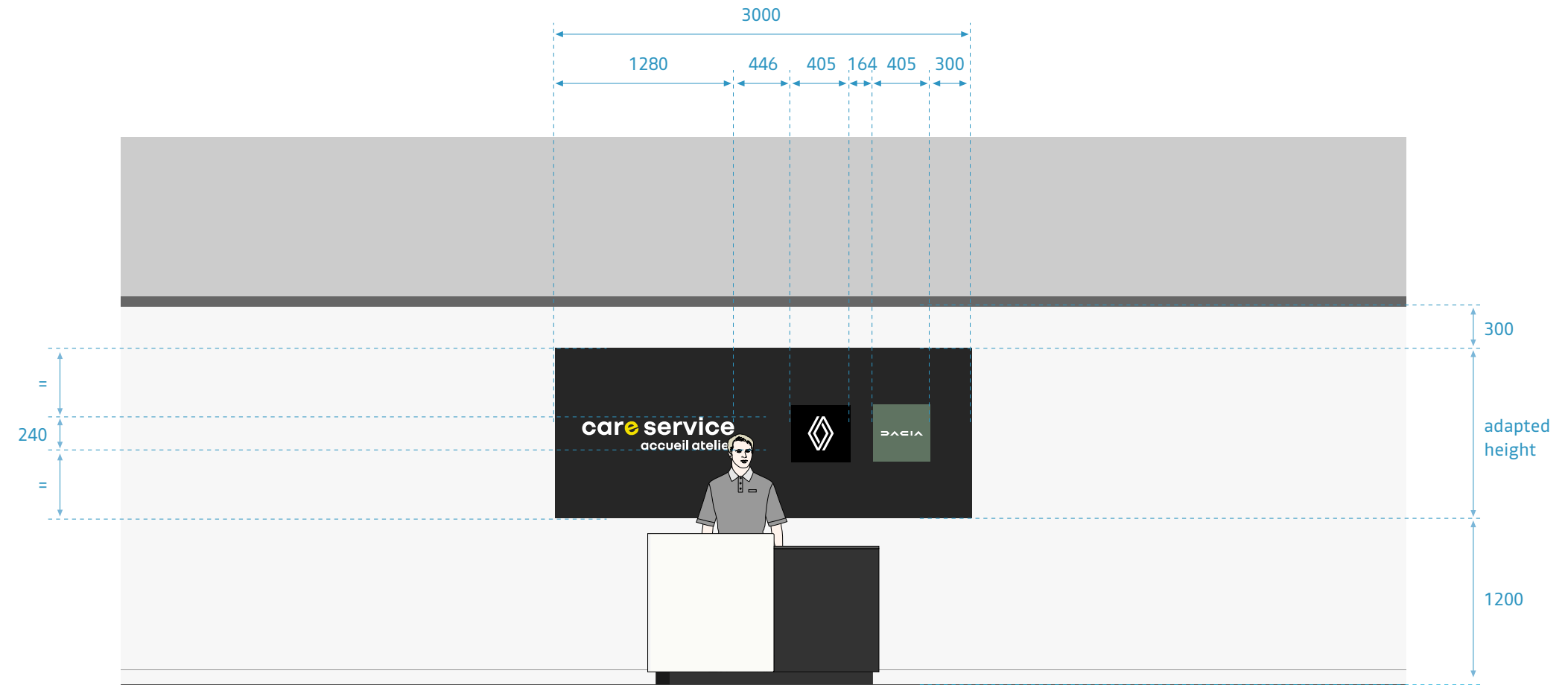
R2 multi-brand reception



PRINCIPLES

- **Only for R2 network.**
- No TV set.
- Dimensions of lettering and plates are the same as for 4m wall.
- Constant proportions between graphic items.

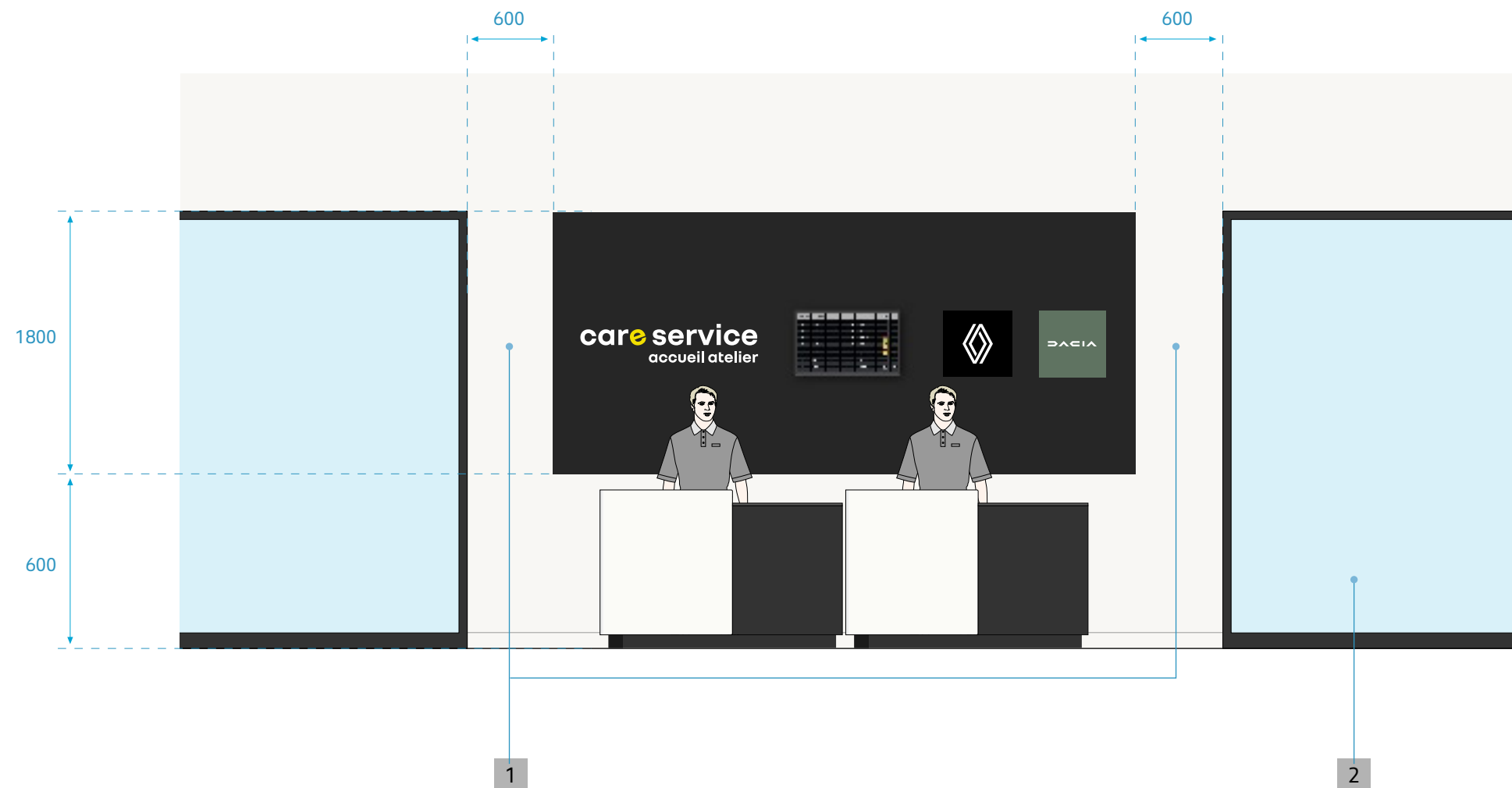
In case of false ceiling



PRINCIPLES

- Adaptation to limited height of wall is done with a reduction of dark grey rectangle height.
- 300 mm between top of dark grey rectangle and ceiling.
- Dimensions of lettering and plates are the same as for 4m wall.
- Constant proportions between graphic items.

Minimal area (1)

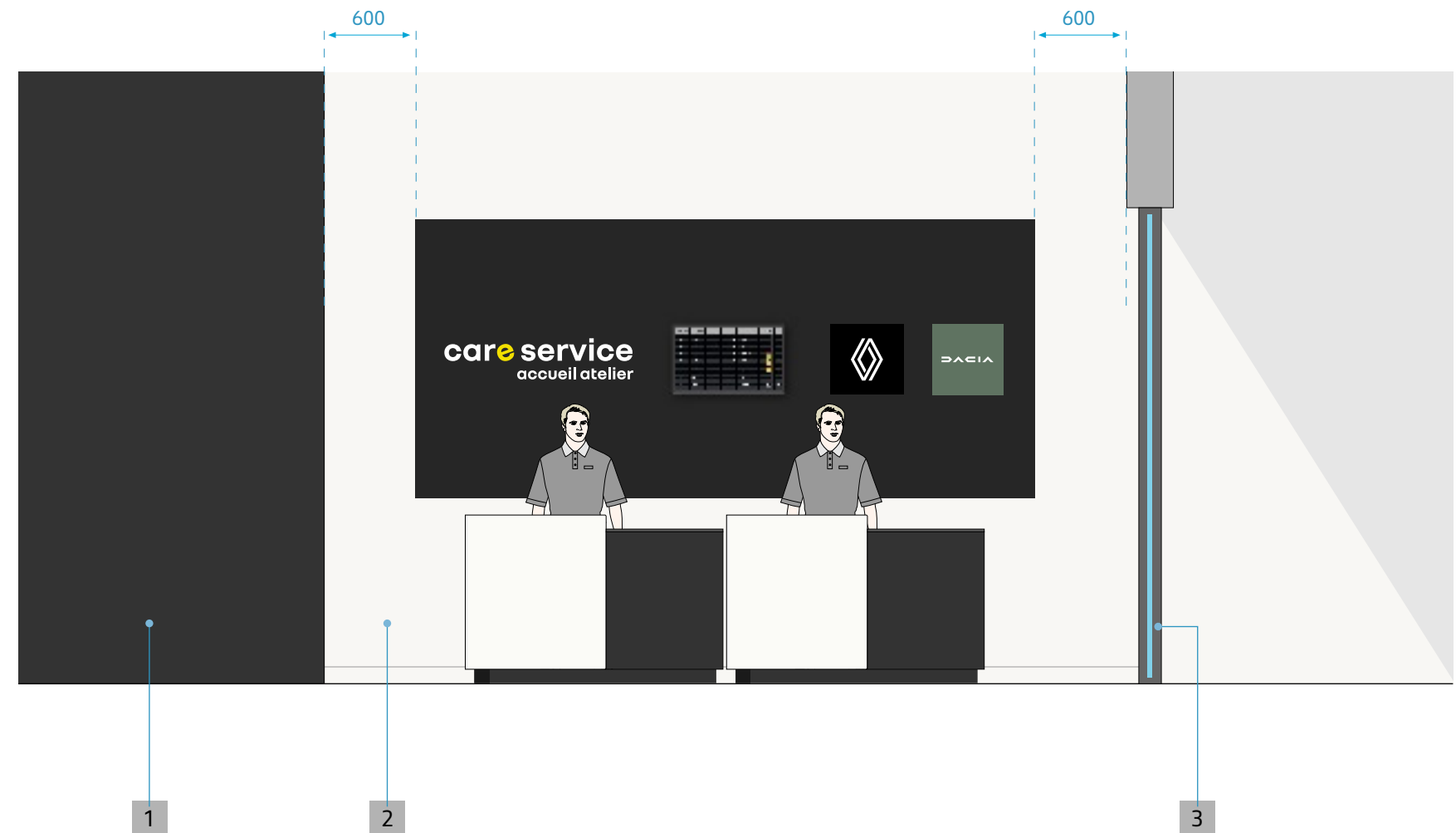


PRINCIPLE

A minimum 600mm white zone on each side of the reception wall is used.

- 1 RAL 9010 white wall matt finish.
- 2 Glazed part to after-sales area.

Minimal area (2)

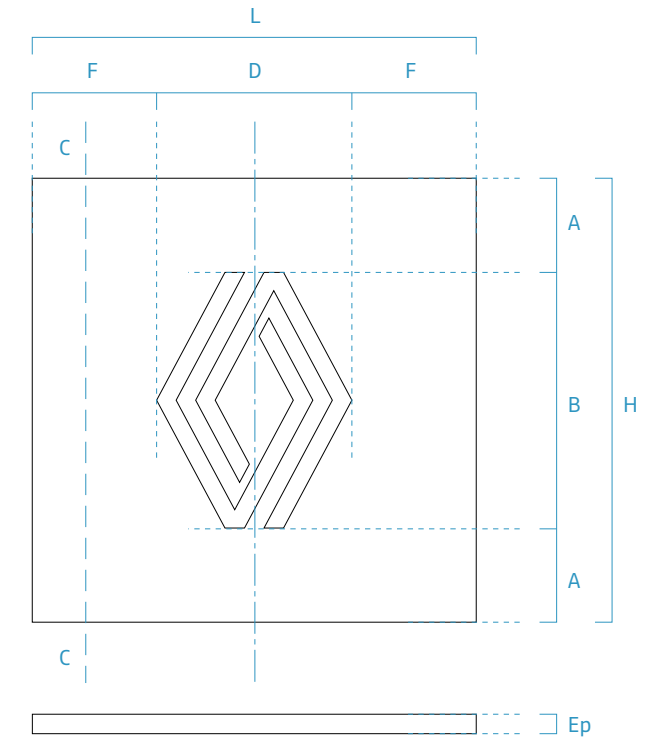


PRINCIPLE

In case of a black wall, a 600mm white zone is needed between the dark grey wall and the black area.

- 1 Black wall matt finish.
- 2 RAL 9010 white wall matt finish.
- 3 Glazed partition to after-sales area.

Renault wall mounted plates



DESCRIPTION

2 sizes are proposed following the length of the dark grey rectangle.

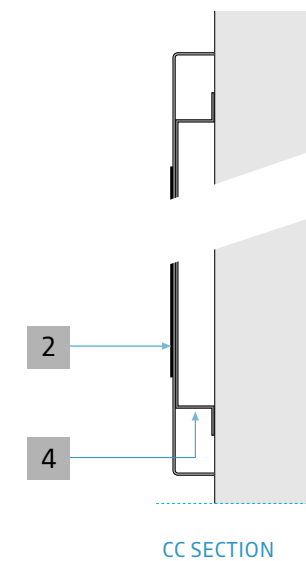
Plates are made with pre-laquered aluminium sheet with raised edges.

Emblem is made with RAL 9001 matt white foil.

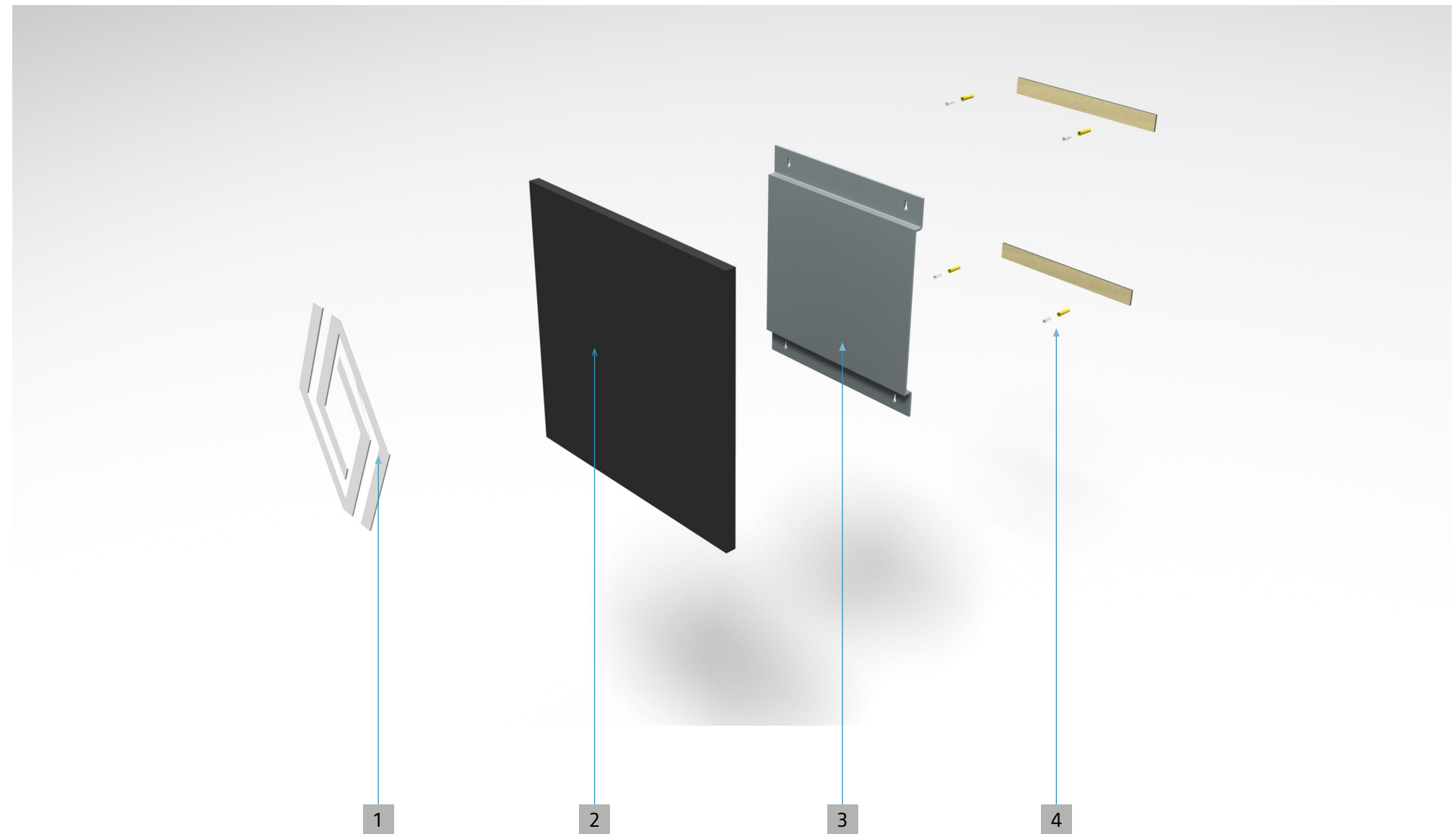
No visible screws on plate (including siding).

- 1 Front face in pre-laquered aluminium sheet, 15/10th thickness, RAL 9005 black with 40% gloss finish.
- 2 Emblem in matt white adhesive foil.
- 3 Raised edges with holes for fittings on frame.
- 4 Bracket made of bended natural aluminium sheet.

dim.	405 plate	540 plate
A	85	114
B	235	312
D	179	238
F	113	151
H	405	540
L	405	540
Ep	20	20



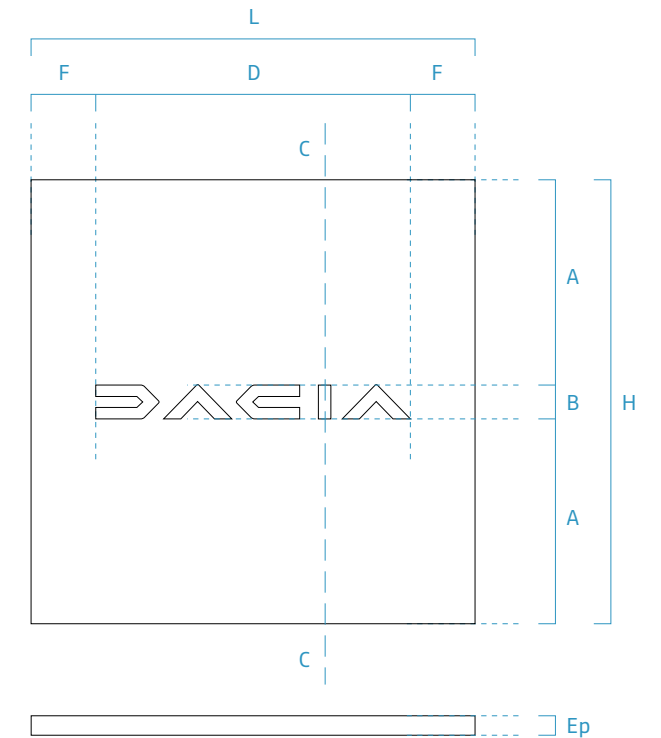
Exploded view of Renault plates



KEY

- 1 Emblem in matt white adhesive foil.
- 2 Front face in pre-laquered aluminium sheet, 15/10th thickness, RAL 9005 black with 40% gloss finish.
- 3 Bracket made of bended natural aluminium sheet.
- 4 Fittings to masonry (may be replaced by double side adhesive).

Exploded view of Renault plates



DESCRIPTION

2 sizes are proposed following the dimensions of dark grey wall of service reception.

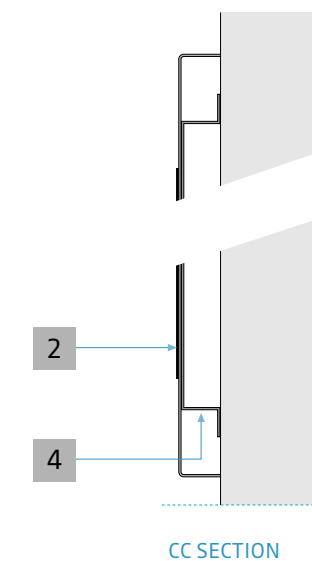
Plates are made with pre-laquered aluminium sheet with raised edges.

Emblem is made with RAL 9001 matt white foil.

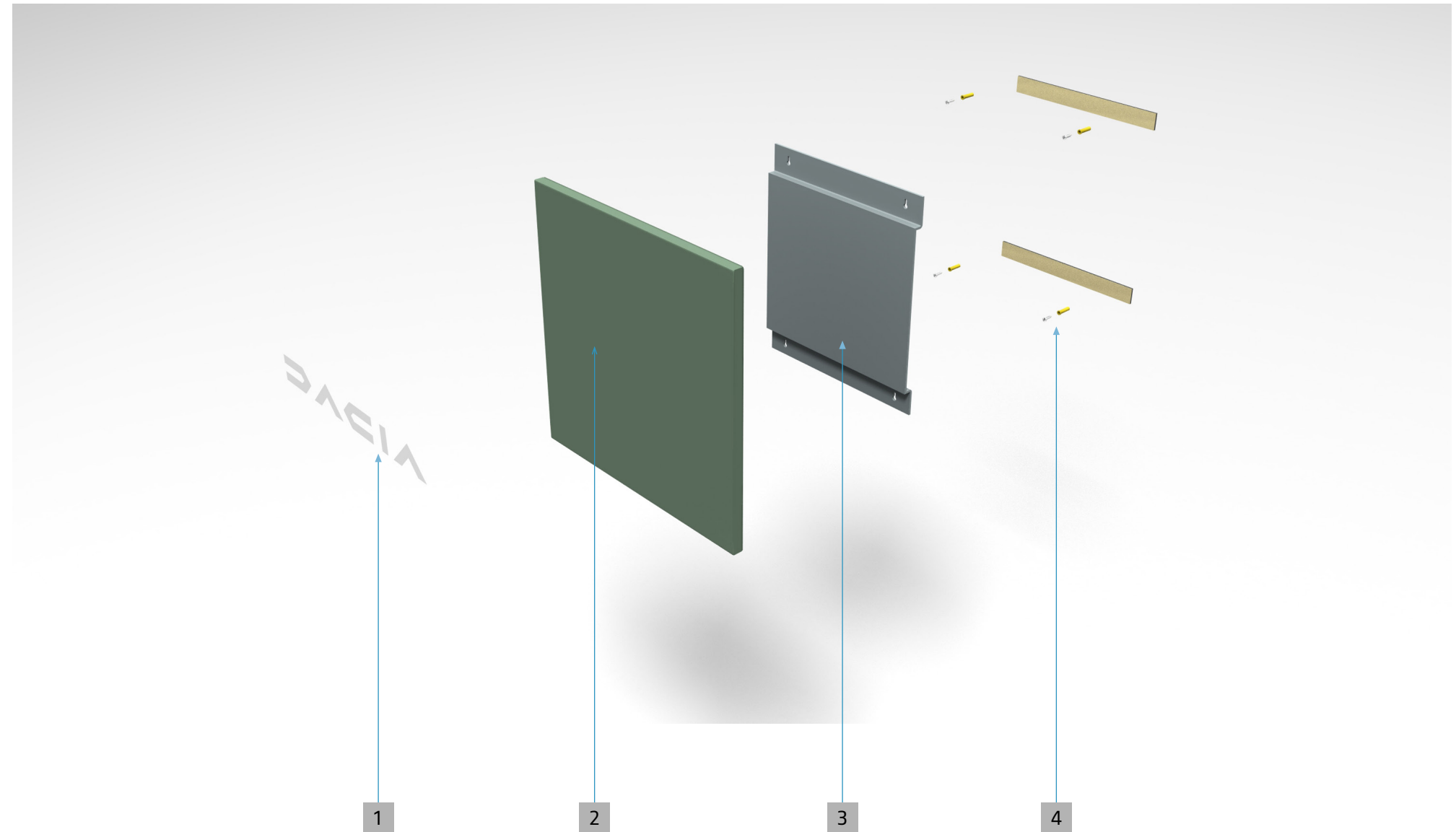
No visible screws on plate (including siding).

- 1 Front face in pre-laquered aluminium sheet, 15/10th thickness, Dacia khaki Pantone 5615 C with 40% gloss finish.
- 2 Emblem in matt white adhesive foil.
- 3 Raised edges with holes for fittings on frame.
- 4 Bracket made of bended natural aluminium sheet.

dim.	405 plate	540 plate
A	187	249
B	31	42
D	295	400
F	55	70
H	405	540
L	405	540
Ep	20	20



Exploded view of Dacia plates



KEY

- 1 Emblem in matt white adhesive foil.
- 2 Front face in pre-laquered aluminium sheet, 15/10th thickness, Dacia khaki Pantone 5615 C with 40% gloss finish.
- 3 Bracket made of bended natural aluminium sheet.
- 4 Fittings to masonry (may be replaced by double side adhesive).