SMART START INTERLOCKS

WESTERN AUSTRALIA ALCOHOL INTERLOCK PROGRAM

www.smartstartinterlocks.com.au

Smart Start Interlocks

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Company information

Adress: 1/ 11 Zakwell Circuit, Coolaroo VIC 3048
Phone: 1300 256 900
Fax: 03 8339 2062
Email: info@smartstartinterlocks.com.au
Web site: www.smartstartinterlocks.com.au

AJEN®
MONITORING SYSTEMS

SMART START INTERLOCKS

ABOUT US

Smart Start Interlocks Australia is a proud franchisee and exclusive distributor of Smart Start Inc. North America's leader in premier alcohol ignition interlock devices.

Smart Start Interlocks Australia have installed over 15000 Alcohol Interlocks since 2009. We take pride in providing innovative and industry leading products and services which have reached industry recognition from our customers, monitoring authorities and partners.

Smart Start Interlocks offers:

- Innovative and reliable technology used in programs overseas.
- Worldwide experience in alcohol interlock devices.
- Fuel cell Interlock devices.
- Reliable installations, servicing and reporting requirements.

Setting The Standard In Alcohol Monitoring Technology™

PRIVACY POLICY

Ajen Monitoring Systems trading as Smart Start Interlocks Australia take privacy seriously. Ajen is committed to maintaining the privacy of personal information that is collected from customers, prospective employees, and all parties connected with Ajen.

The privacy policy document has been created so you can fully understand how your personal information is used in our business. Ajen is open and transparent about the data we collect and how the data is used.

The document covers all activities of Ajen, and thus all activities of the subdivision Smart Start Interlocks Australia and associated entities. Ajen is pleased to comply with the Australian Privacy Principles.

Privacy Policy Click Here

RELEASE OF PARTICIPANT DATA

Under the current re-licencing scheme, participants are required to allow Smart Start Interlocks to release their alcohol interlock data to relevant state authorities.

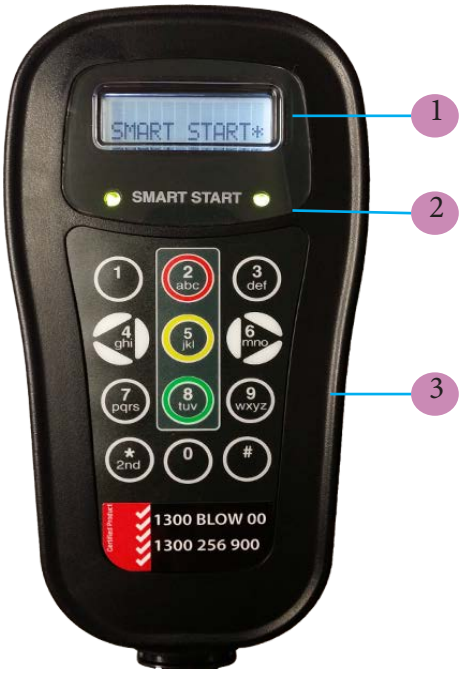
By signing the lease agreement form, the participant authorises Smart Start Interlocks to release, upon request, reports on the use of the device, or any other information or reports pertaining to the participation in, or compliance or non-compliance with the requirements of their state program, including such reports or information which may contain data of a personal nature which would otherwise be protected by law from disclosure.

This applies both to participants and to any third parties who use the vehicle.

Upon request participants can obtain a copy of their logged data by completing the online Participant Data Request Form found on the Smart Start web site.

Navigate to www.smartstartinterlocks.com.au, Support page, WA, Participant Data Release Form.

SSI 20-20 SSI 20-30 INTERLOCK DEVICES



SSI 20-20 Key Functions

1	LCD	5	Curly Cord
2	Status LEDs	6	Air Vent
3	Keypad	7	Head nipple
4	Cord Strain Relief	8	Serial Number & Barcode

Smart Start 20-20

The Alcohol Interlock Device can be installed in most vehicles with engines. It prevents a vehicle from being started until an alcohol-free breath sample is provided. The Interlock device does not affect the engine's operation and cannot turn your engine off once it is running.

Alcohol Interlock installations may include a camera (depending on your state) mounted to the vehicle to verify the identity of the person in the driver seat providing a sample. When providing a sample, you must sit upright in the driver's seat for positive identification. If the device records a violation, it will be assumed you are the driver unless the image taken clearly shows a different person.

SSI 20/30™ Camera

CARING FOR YOUR DEVICE

Device Care:

Do not place the interlock on the floor, where you can't see or hear it, or where it may be damaged. Do not expose the unit to moisture or liquids.

You are responsible for damage due to negligence or abuse of the device.

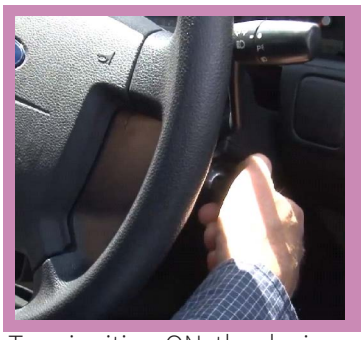
Hygiene:

The recommended procedure for cleaning your mouth pieces is with boiling water. Ensure the mouth piece is completely dry before re-inserting into the device. The use of cleaning wipes may affect your breath sample when taking a test due to alcohol products within the wipes.

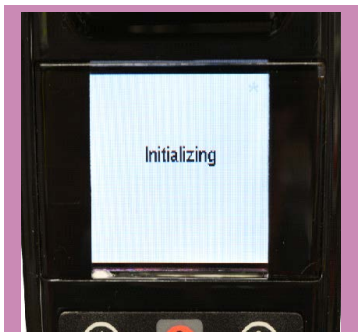
Tampering and Misuse:

Do not attempt to circumvent, tamper with or otherwise misuse this device. The device is designed to detect and record these incidents as a violation and may result in your program being restarted.

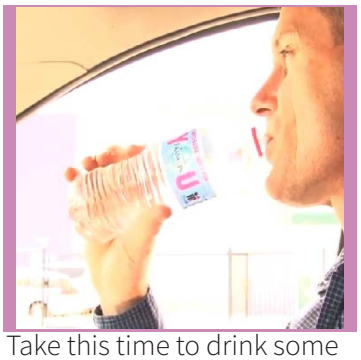
HOW DO I START THE VEHICLE



Turn ignition ON, the device will light up and Smart Start Interlocks logo will appear



"INITIALISING" will then be displayed On the screen. The unit is now preparing for a test.



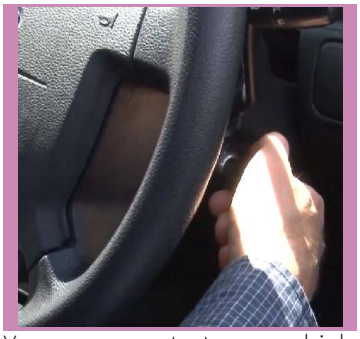
Take this time to drink some WATER to eliminate possible breath contaminants.

The LCD will then display "BLOW" and the right LED will be green and flashing.

Take a deep breath, then blow into the device, a long tone will sound (approx. 5 seconds), this tone will stop once the required sample has been made.

If a correct test is provid-ed and there is no alcohol present in the breath sample, "PASS" will appear.

"START" and a count down will appear on the screen.
You will have 3 minutes to start the engine before the device will ask you to re-take the test.



You can now start your vehicle.

Please note the unit will ask for further random tests once the vehicle has started.

To watch the video? Go to
https://youtu.be/WXYcJd5w2uU

HOW DO I START THE VEHICLE:

Blow Technique

Can't see the video? Go to
https://youtu.be/A3n95DHdTeU

⚠️ You are encouraged to return to your service centre or call Smart Start Head Office on 1300 256 900 if you require further training or assistance with using the alcohol Interlock Device.

TROUBLESHOOTING

LOCK OUT:

If your device is locked out you need to contact Smart Start Interlocks for an unlock code.

No Unit Power:

If your interlock device does not turn on when the ignition is turned on, then you must contact Smart Start Interlocks for support.

Jump Starting & Flat Battery:

If the battery in your vehicle has gone flat and the vehicle needs to be jump started, you must contact Smart Start Interlocks for support so notes can be added to your account. If doing this after hours please leave a message on 1300 256 900 option '2', a note can then be added to your account the following morning.

Defective Interlocks:

If you believe your device is defective, please contact Smart Start Interlocks Head Office so appropriate action can be taken. Failure to report is a breach of your Interlock Program and may reflect on your interlock term.

Replacement Parts:

Mouth pieces, curly cords, strain reliefs, mounting clips and adhesives are available from any service centre upon request. Curly cords can only be replaced by an Authorised Service Centre.

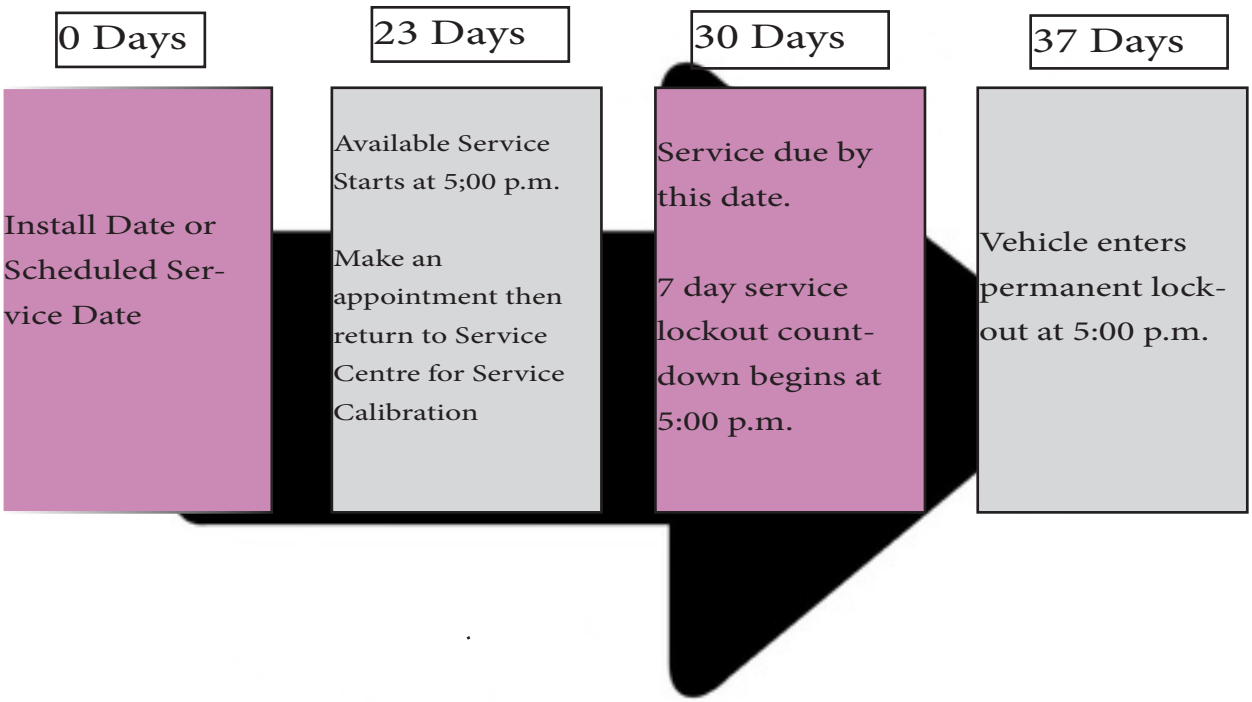
DISPLAY MESSAGES

LCD SCREEN	LED	TEST RESULT	OUTCOME
PASS	Both green	No alcohol detected	You can start your vehicle
WARN	Both green	Alcohol detected < 0.019 BrAC	You can start your vehicle
BLOW HARDER	Right: Flash red once	Not blowing hard enough/ long enough	You cannot start your vehicle/ retest required
BLOW SOFTER	Right: Flash red once	Blowing too hard	You cannot start your vehicle/ retest required
HUM STRONGER	Right: Flash red once	Hum not being detected	You cannot start your vehicle/ retest required
DONT INHALE	Right: Flash red once	Negative pressure applied	You cannot start your vehicle/ retest required
MOUTH CLOSER	Right: Flash red once	Mouth not close enough to sensor	You cannot start your vehicle/ retest required
FAIL	Right: Flash red once	Alcohol detected > 0.020 BrAC	You cannot start your vehicle for 5 minutes
VIOL	Right: Flash red once	High alcohol level detected	YOu cannot start your vehicle for 5 minutes*

When the display reads, “BlOW HARDER”, “BLOW SOFTER”, “HUM LOUDER”, “DON”T INHALE”, “VIOL” or “FAIL” you must take and pass another breath test before your vehicle will start. After blowing a FAIL, the unit will go into a temporary lockout of 5 minutes each time a subsequent fail is recorded.

***If you reach the program violation limits, the unit will go into a VIOLATION LOCKOUT and a 7- day countdown timer will be displayed on the LCD. Please refer to “Key Terms” Page 27 for more information.**

SERVICE SCHEDULE DIAGRAM

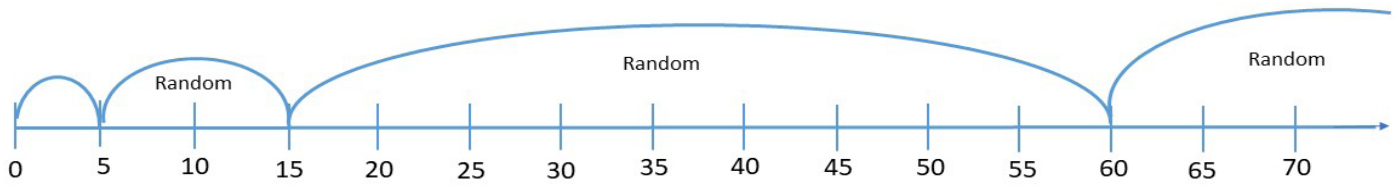


After 14 days overdue for your service, a report will be sent to the relevant authorities

- Your Lockout Date is the day when your Interlock was Installed.
- You have 7 days before and 7 days after your Lockout Date to go for your Monthly Service before your Interlock enters a Permanent Lockout.

  i.e. Installation date: 10/05, Lockout date is the 10th of every month.
  This participant can go for service since the 3rd of every month until the 17th before the Interlock enters a Permanent Countdown.
- The Interlock will start a Countdown the 10th of every month for this example.
- If you are not sure about your Lockout Date, please call our Customer Service Line 1300 256 900.

RANDOM ROLLING RETEST DIAGRAM



Time in Minutes

- Unit parameters have been set by Department of Transport and require random rolling retests. The first test will occur within the first 5 to 15 minutes and then randomly over every consecutive hour after initial test.
- The Device will indicate that it is time to submit a Rolling Retest when the screen displays 'RE-TEST' with the LED lights flashing and the Device beeper sounding.
- You have 5 minutes to safely provide a breath sample test. The road rules state that you must find a safe place and pull over.
- Drink Water.
- Provide a breath sample.
- Once a Pass breath sample has been provided you can continue driving.

⚠️ **Please note, when you have arrived at your destination, check the Device screen. If it is requesting a test you must provide the test before turning the vehicle OFF. Failure to provide a test is a violation and will put the Device into a Violation Countdown.**

COMMON CAUSES OF UNEXPECTED BREATH SAMPLE VIOLATION

At times violations can occur unintentionally. These violations are often easily preventable if the following points are kept in mind:

- Your alcohol interlock device detects trace amounts of alcohol in your mouth which can result in a failed test. To be safe it is recommended that you do not eat or drink anything apart from water ten minutes before taking a breath test, and for the duration of your driving. If you do fail an initial test because of a non-alcohol substance, take time to drink water before your re-test, as this can aid in getting rid of trace amounts of alcohol in your mouth.

- Never use your alcohol interlock device as a personal breathalyser to check if you can drive. A failed initial test will prompt a retest. If the retest is failed or missed this will be recorded as a violation.

- Remember that you are required to provide random breath tests while the car is running. Do not leave your car running and unattended as you may miss a breath test and record a violation.

- Even if you have arrived at your destination and are about to turn off your vehicle, if the device requests a rolling retest you must provide a breath sample. Turning off the vehicle at this point will be considered a missed breath test and recorded as a violation.

- Keep the unit in its mount so the display is visible. With the radio playing loud, or a window down, you may not hear the audible tone the Interlock device will make when it is ready for a retest. If you can see the display, you will notice the RETEST indication.

An optional LED light is available for participants who are hearing impaired.

COMMON CAUSES OF UNEXPECTED BREATH SAMPLE VIOLATION

Your SSI 20/20 20/30 is an alcohol measuring device and will detect even small traces of alcohol. The below items are examples of common products that can cause unexpected positive breath tests.

Fermenting food products may also cause unexpected readings.

REMEMBER TO DRINK WATER BEFORE EVERY TEST

GENERAL ADVICE

- Anyone can drive your vehicle provided that they also use the Interlock device. The participant is responsible for all readings recorded by the device.
- If you need to replace your car battery or starter, keep a receipt for your battery purchase and keep the time between disconnecting the battery and reconnecting it to less than 20 minutes to avoid a power disconnection being reported.
- Once the device begins asking for a retest, be sure to take the test before the retest time elapses or you will cause a violation.
- The Interlock device does not affect the engine's operation and cannot turn your engine off once it is running.
- Do not use breath freshening agents just before taking a test. Most of these contain alcohol.
- Keep the unit in its mount so the display is visible. With the radio playing loud, or a window down, you may not hear the audible tone the Interlock device will make when it is ready for a retest. If you can see the display, you will notice the RETEST indication. An optional LED light is available for participants who are hearing impaired.
- If your unit locks out or is not operating properly, we may ask you to tow your vehicle to the nearest Smart Start location. If the problem is found to be with the interlock device, we will credit our account for the amount of the tow bill.
- Drink water before every test

GENERAL ADVICE

Vehicle Malfunctions and Repairs that may affect the Interlock Device

If you need to replace your car battery or starter, keep a receipt for your battery purchase and keep the time between disconnecting the battery and reconnecting it to less than 20 minutes to avoid a power disconnection being reported.

Travelling Interstate

When travelling to other states and territories, your interlock device can be serviced at any of our service centres across Australia. Click here for a complete list of service centres and trading hours across Australia.
If you are not travelling in your vehicle and upon return find that your vehicle has locked out, you will need to contact Smart Start head office for an unlock code.
Keep in mind that lease fees continue even if you are not using the vehicle and multiple lease payments may be required on your return for service. Please be sure to make servicing arrangements prior to commencing with your travel plans.

Multiple drivers of the vehicle

Anyone can drive your vehicle; however they must use the alcohol interlock device. If you are confident that the other driver is of good character and has been trained in the use of the interlock device, they may drive your vehicle. Keep in mind that you are still legally responsible for all readings recorded by the device.
If you have a camera installed you may be able to dispute a violation if the image taken clearly shows another person giving the breath sample.
Two drivers with the Interlock 'I' condition on their license should not use the same vehicle as the interlock device only records data for a single participant. In this situation the drivers must use separate vehicles with their own interlock devices if they both wish to participate in an Interlock Program at the same time.

What if the Interlock shuts down the vehicle on my way to an important event?

The SSI-20/20 -20/30 is designed to prevent the starting of a vehicle if a breath test is not passed. It cannot interfere with the engine while it is running. In addition, if the engine is turned off there will be a three-minute period in which the engine can be restarted again without undergoing a breath test. If the participant fails a rolling test while driving, this will record as a violation but will not shut down the vehicle (although the violation may trigger a lockout once the driver has reached their destination and manually turned off the engine).

Western
Australia

ABOUT THE WESTERN AUSTRALIA ALCOHOL INTERLOCK SCHEME (WA AIS)

The Scheme aims to improve road safety with mandatory alcohol interlock use, in order to provide separation of drinking and driving behaviour. It is managed by the Department of Transport.

Drivers who have committed certain alcohol offenses will have their driver's licence cancelled. It may later be reissued with an interlock condition, making them an ''interlock restricted driver''.

Interlock restricted drivers can only drive vehicles fitted with approved interlocks. These drivers have two options:

Option A - Monitored: Participate in the WA Alcohol Interlock Scheme. If you successfully complete the program the Interlock condition will be removed from your licence.

Option B - Unmonitored: Elect not to participate in the WA Alcohol Interlock Scheme. The interlock condition on your licence will not be removed and you will be considered an interlock restricted driver indefinitely until you complete the monitored program.

Participating in the program

There are a few simple steps to completing the program successfully:

1. Participate in the program for the required amount of time.

2. Make sure to follow all your program rules and guidelines.

3. Attend regular servicing where your user data will be downloaded.

4. If required attend and complete Alcohol Assessment and Treatment

5. If you have followed all the rules of the program for the required period of time, you will be advised that you have completed the program by the Department of Transport.

PROGRAM RULES AND GUIDELINES

Your interlock licence conditions are that you:

• You may only drive with a valid "I" condition licence, if your driver's licence expires or is suspended while participating, you have breached a requirement of the scheme
• Must have a BAC of zero at all times while driving
• Only drive your nominated vehicle which is fitted with an approved alcohol interlock device
• Take all breath tests the alcohol interlock device requests
• Ensure that your alcohol interlock device is serviced when required under the program.
• Ensure that an interlock is installed in at least one vehicle
• Only drive the vehicle if you have personally provided the breath sample required by the interlock
• Do not drive any motor vehicle if you know that the interlock is not working properly, or has been circumvented or interfered with
• Do not tamper with the device.

For monitored drivers (does not apply to unmonitored drivers)
• You must attend all services in person. On one occasion, another person may present the vehicle in your place.
• Do not record 3 or more triggers during any one monthly scheduled service period. This will be considered a breach of the scheme and will restart your program.

For unmonitored drivers
• You must present the vehicle for inspection and servicing every servicing period (one servicing period must be under 180 days long).

Program Length

The minimum restricted driving period length will be determined by factors such as the disqualification imposed by the court and the type of licence granted to a person.

For regular driver's licence holders the minimum period is 180 continuous days immediately prior to exiting the scheme.

If the program rules are breached the program may be extended and additional components such as Alcohol Assessment and Treatment required.

Holders of extraordinary licence may have different requirements for participation in the program. Unless permanently disqualified, an interlock-restricted driver cannot complete the scheme whilst on an extraordinary licence.

PROGRAM RULES AND GUIDELINES

Lockouts

Certain triggers may result in lockouts. There are 2 types of lockouts, temporary and permanent.

Temporary Lockouts

An initial breath sample recorded between 0.020 - 0.049 BAC leads to a 5 minute lockout. When this happens an initial violation re-test will be required. If you retest and still fail, this will result in a 30 minute lockout.
An initial breath sample recorded at 0.050 or higher leads to a 30 minute lockout.

Permanent Lockouts

A seven day countdown to a permanent lockout will occur if:
• A scheduled maintenance service is overdue
• The vehicle has been started without providing a breath test
• The alcohol interlock's internal memory is close to full capacity
• A device fault is detected
• Internal power reduced to 10% capacity.

Once this countdown reaches zero the device will permanently lockout the vehicle. Before this happens, make sure to drive the vehicle to a service centre to stop the countdown.

When a permanent lockout occurs you will need an unlock code to start the vehicle. There is a limit of 2 unlock codes per service period, and each code is priced at $55. Once the code has been entered you will have 6 hours to drive the vehicle to a service centre before the device locks out again. If both codes have been used in one service period then the vehicle will need to be towed to a Smart-Start service centre at your own cost.

To obtain a lockout code you must contact Smart Start head office on 1300 256 900. To obtain the lockout code as fast as possible, you should be in the vehicle in preparation prior to calling.

END OF THE PROGRAM PROCESS

Alcohol Assessment and Treatment (AAT)

You will be notified in writing if required to participate in AAT. The completion of AAT is an additional requirement in order to exit the WA Alcohol Interlock Scheme. It is delivered by the Mental Health Commission WA and involves 6 individually focused therapeutic intervention sessions, which are delivered by trained alcohol and drug counsellors from approved agencies.

Upon successful completion you will receive a certificate of compliance, and your counsellor will advise the Department of Transport that you have participated.

These sessions will be free of charge.

To Qualify for completion the following criteria must be satisfied:

- Minimum participation period has been completed
- Any period of disqualification has ended
- Complied with any requirement to attend Alcohol Assessment and Treatment
- Demonstrated the separation of drinking and driving for a continuous period of 180 days (with no breach of program rules recorded) immediately before exiting the Scheme.

*Requirements may be slightly different for holders of extraordinary licences. Unless permanently disqualified an interlock-restricted driver cannot complete the scheme whilst on an extraordinary licence. Upon the disqualification period ending the participant must immediately (within one day) obtain an ordinary driver's licence prior to exiting the scheme.

Once the above criteria have been met the Department of Transport will:

- Remove the interlock condition from your licence
- Remove the alcohol offender status from your driver's licence register
- Notify you in writing of the successful completion of the Scheme and that you may now have the alcohol interlock removed by an accredited provider.

PROGRAM VIOLATION SUMMARY REPORT

VIOLATIONS PROGRAM EXTENSION WA

Three or more of the following triggers within a monthly inspection period will result in a breach :

Failed Initial samples of .02 BAC and above	1
Failed Rolling Retest samples of .02 BAC and above	1
Missed random Retests	1

If a requirement of the scheme has been breached the program can be extended to require a further 180 continuous days (without any breaches). You may also be required to attend Alcohol Assessment and Treatment (AAT).

Triggers/Violations

A trigger, or violation is when a breath sample is provided with a BAC equal to or greater than 0.02% and prevents the operation of a vehicle. It applies to:

- **Breath samples provided to interlock prior to the operation of the vehicle**
- **Breath samples provided to the interlock during the operation of the vehicle**
- **Failing to provide a breath sample when requested during the operation of the vehicle**

If 3 or more triggers are recorded during any one monthly scheduled inspection period, then a requirement of the scheme has been breached. The restricted driving period will be restarted from the date of the last trigger recorded by the interlock during that period. You will be notified in writing that you have breached the scheme, and be required to attend Alcohol Assessment and Treatment conducted by the Mental Health Commission.

⚠ Take note that the device will continue to request tests randomly as long as the vehicle is running. Even if you have arrived at your destination, if the device requests a rolling retest you must provide a breath sample; turning off the vehicle will be considered a refused breath test and recorded as a violation. Do not leave your car running and unattended as you may miss a breath test and record a violation.

INTERLOCK FEES

SERVICE	FULL FEE	CONCESSION
Standard Installation	$205.00	$205.00
Non-Standard Installation – In addition to standard installation fee	$100.00	$100.00
Installation – Heavy vehicles (over 4.5t GVM) and Motorcycles	$305.00	$305.00
Hybrid and Stop/Start vehicles	$85.00	$85.00
Monthly Monitored Service Fee (per calendar month)	$170.00	$120.00
Monthly Unmonitored Service Fee	$155.00	$105.00
Monthly Lease Camera	$15.00	$15.00
Monthly Lease Motorbike Bag	$25.00	$25.00
Removal of IID	$110.00	$110.00
Temporary Unlock Code	$55.00	$55.00
Unscheduled Service Fee- Concession N/A	$65.00	$65.00
Early Termination Fee	$200.00	$200.00
Transfer of Interlock to another Vehicle	$220.00	$220.00
Warranty Fee	$5.00	$5.00
Warranty Fee Excess- Head Unit	$150.00	$150.00
Warranty Fee Excess- Relay Unit	$150.00	$150.00
Warranty Fee Excess- Camera Unit	$150.00	$150.00
Warranty Fee Excess- Full Replacement of all components	$450.00	$450.00
Head Unit Replacement- (if warranty fee not paid)	$1032.00	$1032.00
Relay Unit Replacement- (if warranty fee not paid)	$780.00	$780.00
Camera Unit Replacement- (if warranty fee not paid)	$720.00	$720.00
Full Replacement of all components	$2803.00	$2803.00

Non-compliance charges

Additional fees may also apply if extra components are required to complete the installation.

FULL FEE EQUIPMENT REPLACEMENT

Head Piece	$1,032.00
Logger	$780.00
Camera	$720.00
Relay Harness	$77.00
Curly Cord	$66.00
Misc- when complete unit requires replacement	$128.00
Total Device Replacement	**$2,803.00**

LOSS PROTECTION PLAN

Loss Protection Fee must be accepted at the time of install and paid continuously for the life of the program to qualify. Replacement cost is reduced to $150.00 per individual component. Loss Protection Fee applies to lost, stolen or accidental damage of goods. **Stolen goods must be supported by a Police Report.**

If a police report has not been supplied to head office within 7 days the participant will be billed the full cost of unrecovered items.

All pricing is inclusive of GST

CONCESSION CARDS

If a participant presents a Valid Commonwealth concession card or DVA Health Card in their name and can prove they receive the full benefit by providing a current income statement, they are entitled to receive a 35% discount on the monthly servicing. To be elegible particpants must sign a Centrelink confirmation consent form and comply with Smart Start Interlocks Concession Card Policy.

Examples of Concession Cards

SERVICE CENTRES

Albany
Albany Car Stereo
35 Sanford Rd
Centenial Park WA 6330
Ph. (08) 9841 7857

Armadale
Ranger Auto Electrics
281 South Western Hwy
Armadale WA 6112
Ph. (08) 9497 1066

Broome
Reen Auto Electrics & Air Conditioning
18 Flowerdale Rd
Broome, WA 6725
Ph. (08) 9192 1411

Bunbury
Southern Car Care
8 Zaknic Pl
Bunbury, WA 6230
Ph. (08) 9791 4440

Esperance
Natrad Auto Cooling Centre
73 Norseman Rd
Castletown WA 6450
Ph. (08) 9071 4440

Geraldton
Craiges Auto Electrical 10 Larkin St
Geraldton WA 6530
Ph. (08) 9921 4723

Joondalup
Autospark
14 Lincoln Ln
Joondalup WA 6027
Ph. (08) 9300 3636

Kalgoorlie
RAG Auto Electrics
110 Wilson St
South Kalgoorlie WA 6430
Ph. (08) 9022 3377

Karratha
Jolly Good Auto Electrics
34 Karratha Terrace
Karratha WA 6714
Ph. (08) 9185 2070

Malaga
Autospark
25 Capital Rd
Malaga WA 6090
Ph. (08) 9248 2114

Mandurah
South Coast Auto Electrics
3/33 Thornborough Rd
Greenfields WA 6210
Ph. (08) 9582 0472

Rockingham
Autospark
4 Edison Ct
East Rockingham WA 6168
Ph. (08) 9527 1591

SERVICE CENTRE

Wagin
Wagin Alcohol Interlock Services
16 Travistock St
Wagin WA 6315
Ph. 0437 025 415

Willetton
Schultz Automotive Electrical
6 Gympie Way
Willetton WA 6155
Ph. (08) 9354 1262

Please refer to our website for latest updates to store details and trading hours

www.smartstartinterlocks.com.au

SERVICE CENTRE

KEY TERMS

TEMPORARY LOCKOUTS

A five minute lockout will occur when an initial breath sample is recorded as .02 BrAC

PERMANENT LOCKOUTS

Once the count down has expired your device will permanently lock out and an unlock code will be required to re-active the device.

INITIAL TEST

An initial test is required before the vehicle is able to start.

WARNING RE-TEST

A warning re-test will occur if alcohol or mouth contaminants are detected but are under the violation thresh hold.

INITIAL VIOLATION RE-TEST

A violation re-test will be required if a positive sample has been recorded.

ROLLING RETEST

A rolling re-test that is randomly requested by the interlock device while the engine is running.

UNLOCK CODES

There is a limit of 2 unlock codes per service period and each code is priced at $55.00. You have 6 hours once the code has been entered before the device will lock out. Once the 2 codes have been used the vehicle will then need to be towed to your service centre at your cost.

VIOLATION COUNTDOWN

Once violation limits have been reached, the interlock device will display a count down for 7 days.

CUSTOMER FEEDBACK

Smart Start Interlocks is commited to the provision of quality service to its participants and the community and has adopted Standard AS ISO 10002:2006 (Customer Satisfaction- Guidelines for complaints handling) as a best practice policy.

Smart Start Interlocks welcomes feedback, including complaints, from our participants. They allow us to correct any challenges with our service, give us a chance to re-establish our relationship with our participants and enable us to continually improve our customer service quality.

In Person:
Visit one of our service agents OR
Visit our Head Office:
Unit 1/ 11 Zakwell Circuit,
Coolaroo VIc 3048

By Post:
Smart Start Intelrocks
PO Box 26 Somerton
VIC 3062

Electronically:
www.smartstartinterlocks.com.au
info@smartstartintelrocks.com.au

Phone: 1300 256 900
After Hours Support Option '2'
Fax: (03) 93037386

Complaint Form can be found at www.smartstartinterlocks.com.au/ Contact Us or at your Service Centre

WEB AND SOCIAL MEDIA

Follow Us!

@smartstartaus

facebook.com/smartstartinterlocks

Our Participant & Breath Technique videos are available on our website and YouTube Channel

youtube.com/smartstartinterlocks

FURTHER RESOURCES

Smart Start Interlocks WA:

https://www.smartstartinterlocks.com.au/frequently-asked-questions/faq-wa

Department of Transport Website:

https://www.transport.wa.gov.au/licensing/alcohol-interlock-scheme.asp

EMERGENCY CONTACTS

FOR AFTER HOURS/ EMERGENCY INTERLOCK SUPPORT :

1300 256 900 OPTION '2'

Address: 1/11 Zakwell Circuit , Coolaroo VIC 3048

Tel: 1300 256 900
Fax: 03 9303 7386

E-mail: info@smartstartinterlocks.com.au

www.smartstartinterlocks.com.au