



ALCOHOL INTERLOCK USER MANUAL

Helping you get back on the road



0800 002 182

info@smg.nz

smartstartinterlocks.co.nz

Smart Start Interlocks User Manual
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Welcome to Smart Start Interlocks

Thank you for choosing Smart Start for your interlock needs.

Smart Start Interlocks install and provide servicing for alcohol interlock devices.

We're a team of Kiwis selected by the NZ Transport Agency to provide alcohol interlocks nationwide. We offer friendly, prompt service, and are here to support you through your licence restoration process.

Supporting us is an extensive network of service centres throughout the country who provide friendly, helpful and quality service.

Smart Start Interlocks adhere to the alcohol interlock guidelines and conform to all aspects of the required legislation.

For support, call us on
0800 002 182



Contents

- Welcome to Smart Start Interlocks.....3
- 1. The Alcohol Interlock7
 - 1.1 Handset Shortcuts7
 - 1.2 Parts of the Interlock8
 - Head Unit.....8
 - Relay8
 - Curly Cord8
 - Retainer Clips8
 - Mouthpiece8
 - 1.3 Caring for the Interlock9
 - Device Care.....9
 - Hygiene9
 - Tampering and Misuse9
- 2. Preparation..... 10
 - 2.1 Preparing for a Test..... 10
 - 2.2 Clearing Contaminants..... 10
- 3. Use of the Interlock 11
 - 3.1 Start-up Procedure 11
 - 3.2 Taking a Test..... 12
 - 3.3 Rolling Re-tests 12
 - 3.4 Monthly Service 13
 - 3.5 Violations 13
 - 3.6 Lockouts 14
 - 5-Minute Lockout..... 14
 - 30-Minute Lockout..... 14

Service Lockout	15
Violation Lockout.....	15
4. Troubleshooting.....	16
4.1 Abort Messages.....	16
Abort Early	16
Abort Hum	16
Abort Hard.....	16
Don't Inhale	16
Abort Tamper	16
Abort Pump.....	17
4.2 Service Messages.....	17
Appt ##:##	17
SRVLCK @0d:##	17
SRVLCK @0d:00	17
4.3 Other Messages	18
RESTART ##:##	18
BLOW ##:##	18
4.4 Towing, Mechanical Servicing and Repairs.....	18
Towing Your Vehicle	18
WOF and Servicing.....	18
Jump-Starting the Vehicle	19
4.5 Contaminants	20
5. Removal.....	21
6. Frequently Asked Questions.....	22
Smart Start Service Centres.....	26
Notes	27

Add your local service centre information here:

Address	
Phone	
Hours	
Technician	



1. The Alcohol Interlock

An alcohol interlock is a breathalyser which is wired into the ignition of a vehicle. The user must take and pass a breath test before the vehicle will start.

The interlock has no effect on engine operation and will not turn off the vehicle when it's in use.

The interlock is mounted on the vehicle dashboard where it can be seen and heard at all times.



1.1 Handset Shortcuts

- #1 Service time and date
- #2 Display ignition and battery voltage
- #5 Creates a call code for a lockout code
- #0 To enter the lockout code
- #9 Head and relay serial numbers

If your interlock is not working like you think it should or you need help with the interlock, call 0800 002 182.

If your call is outside normal business hours, you'll be asked to leave a message. Please be sure to include your full name, phone number and full details of why you're calling so we can help you. If your call isn't urgent, you'll be called back on the next business day.

1.2 Parts of the Interlock

Head Unit

The head unit is mounted on the vehicle dash and connected to the relay via the curly cord.



Curly Cord

The curly cord connects the head unit to the relay.



Retainer Clips

These clips secure the curly cord to the head unit.



Relay

The relay is mounted under the vehicle dash and isn't visible to the driver.



Mouthpiece

Mouthpieces are attached to the head unit.



1.3 Caring for the Interlock

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 mouthpiece 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 you not being granted permission to exit the programme.



2. Preparation

2.1 Preparing for a Test

From the time you get into your car until the point at which you're able to turn on your vehicle, the process may take several seconds to several minutes (depending on your ability to complete a test). With your personal safety in mind, take special care when and where you park your vehicle.



To power up the interlock, turn your ignition switch to the "on" position. This is the position where all the dash lights and accessories come on.

If you have a push-button start vehicle, you may have to push the start button twice to enter the ignition on mode.

2.2 Clearing Contaminants

Before you take a test it's important to eliminate breath contaminants such as mouthwash, breath-mints, cigarette smoke and food which could cause an alcohol reading.



1. Rinse your mouth with water. Swishing with water helps to break up food particles in the mouth.



2. Take a few deep breaths away from the interlock then bring the interlock to your mouth ready to blow. Exhaling completely aids in providing a full breath sample.



3. Use of the Interlock

3.1 Start-up Procedure

1. Turn the car on. The interlock will activate, and the screen will display **INITIALISING**.
2. When the interlock is ready, the screen will display **BLOW**.
3. After a successful completion of the test, the interlock analyses the breath sample, and the screen will display **ANALYSING**.

The display will then show one of the following test results:

PASS

Following **PASS**, the interlock will show **START 3:00**. You may now start the vehicle

WARN

You have blown alcohol into the interlock and you are close to the pre-set limit. You are able to start your vehicle; however, your alcohol level may continue to rise, and you may be at risk of blowing a violation on a random re-test.

We advise you NOT to drive your vehicle until you are sure you have NO alcohol in your system.

VIOLATION

A **VIOLATION** occurs when the alcohol detected in your breath sample is above 0.020 BAC. The interlock will go into a 5-minute lockout and you will need to take the test again.

ABORT

One of several **ABORT** messages: Abort means that you need to adjust the way that you're taking the test.

3.2 Taking a Test



1. To take a test, blow and hum **WHOOOOO** into the mouthpiece.
2. Stop blowing when the interlock beeps three times.
3. As the interlock analyses the breath sample, the screen will display **ANALYSING**.

When the analysing is complete, the test results will show on the screen. *See test results on page 11*

3.3 Rolling Re-tests

You will be requested to perform rolling re-tests while the vehicle is running. The interlock will ask for a rolling re-test by indicating **BLOW** in the display and a 5-minute countdown timer. It'll also beep every 15 seconds until the test is taken.

VIOLCK@#d:.#

You have 5 minutes to perform the rolling re-test. We recommend you pull over to do this, however if this is not possible, you can complete the test while driving. If you fail to take the re-test, the interlock will show **MISSED TEST**. This will put interlock into a **VIOLCK** countdown.

An unscheduled service is required for failure to perform a rolling re-test. You must go to service within 6 days.

- ⊗ Failure to take a rolling re-test is a violation.
- ⊗ **DO NOT** turn off your vehicle without taking the rolling re-test. Take every test that the interlock asks for.
- ⊗ Missed re-tests are logged on the interlock record and an extra service will be required.

3.4 Monthly Service



Each month your vehicle must be taken to a service centre for servicing and to have the data downloaded. This takes around 15 minutes. Booking an appointment is not required.

You have a 5-day window (either side of the day of the month of your installation date) to get the vehicle in for a service. For example, if your installation date was on the 6th, you can take your car for a service from the 1st through to the 11th of every month that you've got the interlock installed.

3.5 Violations

VIOLATION

The Smart Start Interlock records every type of violation that occurs. The most serious are alcohol-related violations.

Your interlock will detect even small traces of alcohol because of its accurate, alcohol-specific fuel cell technology. For instance, your interlock can tell what your exact breath alcohol concentration (BrAC) level is, or if the attempted test was even performed by a human. Violations include:

- ⊗ Tampering with the interlock e.g. disconnecting the interlock while driving
- ⊗ Failing a test when starting the car because of your breath alcohol level or alcohol reading while driving
- ⊗ Failing to take a rolling re-test
- ⊗ Starting or attempting to start the vehicle without an initial breath test
- ⊗ Failing to present the vehicle for two or more consecutive scheduled services

3.6 Lockouts

The interlock will lock out and not allow you to take a test under the following circumstances.

5-Minute Lockout

Causes	⊘ blowing an alcohol reading when starting the vehicle
What to Do	<ul style="list-style-type: none">✔ rinse your mouth with water before you try again✔ take several deep breaths, and re-test when prompted

If you believe the interlock has detected alcohol and you haven't been drinking, it's important to re-take the test after 5 minutes.

30-Minute Lockout

Causes	⊘ blowing a second (or more) consecutive alcohol reading into your interlock
What to Do	✔ leave your key in the ignition and turned on for the full 30 minutes to clear the lockout

If you are worried about your battery life, turn your key on and off every 8 minutes until the 30-minute lockout ends.

If you have been drinking alcohol in the past 12 hours, we advise you to leave your vehicle and try again later when your alcohol level is back to zero.

Service Lockout

A service lockout shows on the screen as **SRVLCK@#d:##**. This is the number of hours you have remaining before the interlock shuts down due to missing a monthly service.

Causes	<ul style="list-style-type: none">⊗ missed monthly service <p>The interlock will count down after a service is missed. When it's finished counting down, the vehicle will be locked out and display SRVLCK@0d:00</p>
What to Do	<ul style="list-style-type: none">✔ if the countdown timer finishes before you've taken it to service, call 0800 002 182 for an unlock code. The code will last for 6 hours, incurs an additional cost, and will only be given once✔ take the vehicle for a service within 6 hours of entering the unlock code

Violation Lockout

Causes	<ul style="list-style-type: none">⊗ high alcohol reading on the initial start⊗ alcohol detected on a rolling re-test⊗ missed rolling re-test⊗ disconnecting the interlock after starting the vehicle
What to Do	<ul style="list-style-type: none">✔ call 0800 002 182 for an unlock code The code will last for 6 hours, incurs an additional cost, and will only be given once✔ take vehicle for a service within 6 hours of entering the unlock code



4. Troubleshooting

4.1 Abort Messages

If your test does not satisfy the test requirements, the interlock will show one of the following messages to let you know how to proceed.

Abort Early

The blow/hum sample was not long enough, blow softly and steadily until the beep changes to a higher tone.

Abort Hum

Blow/hum not performed properly, Try varying the pitch of your hum - if it's too low or too high, it may not be detected.

Abort Hard

Caused by blowing too hard into the interlock, blow softer.

Don't Inhale

Not enough pressure was detected, or breath was inhaled at the start of the test. Hold the interlock well away from your mouth when you inhale and bring it to your mouth when you're ready to start blowing.

Abort Tamper

Something is blocking the flow of air through the interlock. Make sure that your hand isn't covering the vent on the back. Check for obstacles, remove them and blow again.

Abort Pump

The pump in the interlock is not responding properly. Try again. Try blowing hard through the mouthpiece into the interlock to dislodge and any blockages, then try again.

While the car is off, remove and then reconnect the curly cord after 15 seconds and try again. Call 0800 002 182 if the problem persists.

4.2 Service Messages

Appt ##:##

Your service appointment is on ## day at ## time. To view your appointments, press # then 1. *See Handset shortcuts on page 7*

SRVLCK @0d:##

This message also shows the hours remaining until the vehicle will lockout due to missing a monthly service. Take the vehicle in for a service **before** this reaches 0.00.

See SRVLCK@0:00 below

SRVLCK @0d:00

The interlock is in full lockout due to missing a monthly service. You'll need to call Smart Start on 0800 002 182 to obtain an unlock code. The unlock code incurs an additional cost and will only be given once. The unlock code will last 6 hours, allowing you to drive your vehicle to the closest service centre. You must still take and pass a breath test.

See Service Lockout on page 15

4.3 Other Messages

RESTART ##:##

When the vehicle is turned off, you're allowed a short period of time to restart the vehicle without the need to blow into the interlock again. This will countdown from 3 minutes. e.g., RESTART 3:00

BLOW ##:##

The interlock requires a test within the stated timeframe. e.g., BLOW 05:00

4.4 Towing, Mechanical Servicing and Repairs

Towing Your Vehicle

If your vehicle is inoperable, we can arrange a towing company to pick up and take it to your nearest service centre.

If it is determined that interlock has been damaged in any way by the user, then you will need to pay the towing fee as well as the replacement costs. If the issue isn't related specifically to the failure of the interlock, you will need to pay the towing fee.

WOF and Servicing

When you take your vehicle for a WOF or service (unrelated to the interlock service), it is best for you to stay at the mechanics and be ready to blow when required.

You are responsible for all readings recorded by the interlock, so it is essential that anyone who uses the vehicle is shown

how to use the device correctly. This includes all rolling re-tests to be taken if the mechanic leaves the vehicle running while servicing.

If a mechanic causes a violation, you will need to take your vehicle for an unscheduled service at your expense.

Ask the mechanic to send an email to AID@nzta.govt.nz, outlining the time that the car was in their control (including the approximate times that the vehicle was dropped off and picked up), your name, and a statement that they caused the violation.

Jump-Starting the Vehicle

As jump starting a vehicle bypasses the ignition it is not recommended unless the vehicle is going straight in to one of our service centres. It will also cause a violation. It is vital to call us in this instance.

A better option is to either remove the battery and charge it or replace it.

The battery voltage can be checked by pressing #2 on the head unit. If the voltage is below 13 volts while the vehicle is running this could be an indication of a problem with the vehicle's electrical system or battery.



If your vehicle is likely to be out of action over the time when your monthly service is due, contact Smart Start on 0800 002 182 immediately.

4.5 Contaminants

The following items may cause a violation when you blow into the interlock (not a complete list). Make sure your mouth is rinsed out well with water before blowing into the interlock.



MOUTHWASH



**PICKLES, PRESERVES or
FERMENTED FOOD**



**KOMBUCHA and other
BREWED BEVERAGES**



**ALLERGY, COUGH & COLD
MEDICATION**
(some contain traces of alcohol)



PIZZA



PERFUME/AFTERSHAVE
(air contaminants)



5. Removal

Smart Start requires authorisation from the NZ Transport Agency before the interlock can be removed from your vehicle. You must meet the exit criteria. For more information, see Smart Start's *Guide to Exiting the Programme*, available on our website

www.smartstartinterlocks.co.nz/overview

After you've been approved to exit the interlock stage of the programme you'll need to:



1. Obtain a zero-alcohol licence
2. Book an appointment to have the interlock removed
3. After 3 years, apply for a standard licence

Important!

The interlock isn't automatically removed after 12 months. The NZ Transport Agency requires you to provide 6 months of violation-free data before approval to exit the programme is given.

Your 13th service must be at least 12 months after installation of the interlock. On or after that day, call the NZ Transport Agency on 0800 882 422 to apply for your zero-alcohol licence.

Authorisation from the NZ Transport Agency for a zero-alcohol licence can take from 1-10 days. Once you've got your zero-alcohol licence, call Smart Start to book a removal.



6. Frequently Asked Questions

Can someone else drive my vehicle?

Yes. Another licensed driver can drive your vehicle, but they must comply with all interlock requirements. You'll be responsible for any violations they cause.

Can the device turn off my car?

No. The interlock is not designed to turn off your vehicle. It is designed to keep you from starting the vehicle without first taking and passing a breath test.

My interlock screen is saying LOCKOUT_DAYS, what do I do?

This means you have a certain number of hours before your vehicle permanently locks out - ensure you get to a service centre *before* the specified hours shown on the screen otherwise you will need to get your unit towed to service, alternatively call us for options.

A violation of some sort has been occurred to cause the vehicle to go into lockout mode - either service is overdue, alcohol violations or a test has been skipped.

What if I leave the country?

If you're going to be out the country around the time of your monthly service, someone else can take the vehicle for you. Just remember, you are responsible for all readings blown into the interlock so make sure you show them how to use it properly. If the interlock locks out, you will need to call Smart Start for an unlock code.

I have been out drinking last night, is it ok to start my car this morning?

There is a chance that blowing into the device in this situation could cause a violation; we do not recommend using the interlock as a breathalyser. This is particularly vital in the last six months of an alcohol interlock sentence as the NZ Transport Agency do not look favourably on violations during this period.

We recommend a quality personal breathalyser to test yourself before attempting to start your vehicle.

My service is due, and I can't get to a service centre. Will I get locked out?

The interlock will count down for 5 days from the date that your service is due. If the countdown ends before you've had the vehicle serviced, you'll be locked out.

If the interlock is reading **SRVLCK @0d:00** you've already missed the 5-day window around your service date.

You'll need to call Smart Start on 0800 002 182 to obtain an unlock code. This unlock code will only last 6 hours, allowing you to drive your vehicle to the closest service centre.

See Monthly Service on page 13

What if I need help after hours, what do I do?

You can call us on 0800 002 182 and leave a *detailed* message which will be emailed through to us.

Please ensure you leave your **name, phone number** and **details of your problem** so we can call you back.

We will deal with messages in order of priority, if we consider it urgent, we will get back to you soon, otherwise please call us the next business day.

When can I get an unlock code?

Unlock codes will only be given out Monday to Friday 7am - 5pm.

What do I do if I sell or stop using my vehicle?

If you sell your car or it becomes unusable, the interlock can be transferred to another vehicle. The cost to transfer the interlock to another vehicle is **\$275**. Both vehicles must be taken to the service centre at the same time to perform the transfer.

Please call us on 0800 002 182 so we can set up your new vehicle in the system.

Will the device drain my car's battery?

The interlock does not cause a significant drain on the vehicle's electrical system. It's similar to a car radio.

Do I have to take the test if I'm turning off my vehicle?

Yes. You should always check your interlock before you turn off your vehicle. If the interlock is asking for a test, you must take it to avoid a missed test violation.

Will the interlock device unit lose all memory if the battery is disconnected?

No. The unit has a flash memory so any battery disconnection does not result in a memory loss, all data will still be available at the next download.

My interlock is stuck on INITIALISING when I've blown into it, what do I do?

1. Turn the vehicle off.
2. Gently remove the retainer clips from the bottom of the head unit.
3. Unplug the curly cord from the head unit for 15 seconds.
4. Plug the curly cord back in to the head unit.
5. Turn the key on and try again.



If you can't find the answer you're looking for, please contact us on 0800 002 182, we're here to help.

Smart Start Service Centres

Smart Start Interlocks has the most extensive network of service centres throughout New Zealand to make the installation and servicing of your interlock easy.

Please head to www.smartstartinterlocks.co.nz/centres to find your closest service centre. If your location is not listed, contact us on 0800 002 182 as we may be opening a service centre near you soon.



If you're out of town when your monthly service is due, just pop in to one of our handy locations, appointments for monthly services are not necessary.



Visit our YouTube channel for more interlock helpful hints.

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