



Colorado User's Manual

Intoxalock[®]

Helping people to live and drive responsibly

COLORADO USER'S MANUAL

ATTENTION! It is your responsibility to read and understand all material contained within this booklet. Please keep this manual in a convenient and safe place to provide easy reference. If you have any questions, or if you need further clarification, please call Intoxalock at **(877) 777-5020**.

IMPORTANT – PLEASE READ CAREFULLY

Federal and state laws strictly prohibit attempts to circumvent, bypass, or tamper with an ignition interlock device. These same laws strictly prohibit providing information to any individual regarding methods of circumventing, bypassing or tampering with an ignition interlock device.

Penalties for any type of tampering, circumvention, or bypassing of an ignition interlock system vary from state-to-state, but generally include large fines and jail time. In many states, attempts to interfere with or circumvent, tamper, or bypass an ignition interlock system is considered a felony and the sanctions are substantial. These sanctions apply to any user of the device. Also, passing information to others on methods of circumventing, tampering, or bypassing an ignition interlock system carry similar sanctions.

The device records all activity by the user and will detect attempts to circumvent with something other than unfiltered human breath, disrupt power to the device, and any attempt to start the vehicle without first introducing a breath sample, or any other attempt to bypass the device's circuitry. You should take great care to insure that you do not use the device in any way other than as detailed in your user's manual.

Our company is bound by your state's specific laws to identify and report all violations related to circumvention, bypassing, or tampering. The data logs generated by your use of the device will be carefully reviewed and any evidence of circumvention, tampering, or bypassing will be reported to appropriate state authorities.

To avoid possible sanctions and loss of driving privileges, strictly avoid the following:

- 1) Disconnecting your device except at the time it is to be calibrated/exchanged.
- 2) Tearing, cutting, or mutilating any tamper seals.
- 3) Cutting or in any way tampering with any of the wiring or cords.
- 4) Opening the case of the device.
- 5) Using anything other than your breath to introduce the breath samples (if someone else is driving the vehicle, they must blow into the device).
- 6) Having anyone other than the driver blow into the device to introduce breath samples.
- 7) Putting your key in the ignition prior to submitting your breath sample to start the vehicle (this does not apply to Rolling Retests since the vehicle is running).
- 8) Any other method or means of attempting to circumvent tamper or bypass the device.

If you have any questions regarding this notice, please contact us. Thank you.

Chapter 1: GETTING STARTED

Section 1.1 – Introduction

Your vehicle is (or will be) equipped with an Intoxalock Ignition Interlock Device. This device requires the driver to submit a breath sample for analysis prior to engaging the ignition and starting the vehicle and randomly as the vehicle is being driven. This sample is examined for alcohol content and a reading is then displayed on the front of Intoxalock. While enrolled in a BAIID (Breath Alcohol Ignition Interlock Device) program, there is a ZERO TOLERANCE policy to alcohol readings.

Please read all instructions prior to operating Intoxalock. This unit is very easy to use, reliable, and accurate. Intoxalock is manufactured with quality components and is designed for years of trouble-free use. It is, however, a highly sophisticated computer device and care must be taken to not abuse it. There are precautions that you need to take prior to and while operating the device to assure its continued successful operation:



MANY PRODUCTS CONTAIN ALCOHOL OTHER THAN BEER, WINE, OR LIQUOR AND WILL REGISTER A BREATH ALCOHOL CONTENT (BRAC). PLEASE REFRAIN FROM USING ANY PRODUCT THAT CONTAINS ALCOHOL AT LEAST 15 MINUTES BEFORE USING INTOXALOCK. YOU WILL BE FULLY RESPONSIBLE FOR ANY AND ALL ALCOHOL READINGS, REGARDLESS OF THE SOURCE.



PLEASE DO NOT STORE OR LEAVE INTOXALOCK ON THE DASHBOARD OR IN DIRECT SUNLIGHT. TEMPERATURES IN YOUR CAR CAN REACH 120°F OR MORE, AND YOU WILL BE HELD RESPONSIBLE FOR ANY DAMAGE DONE TO INTOXALOCK

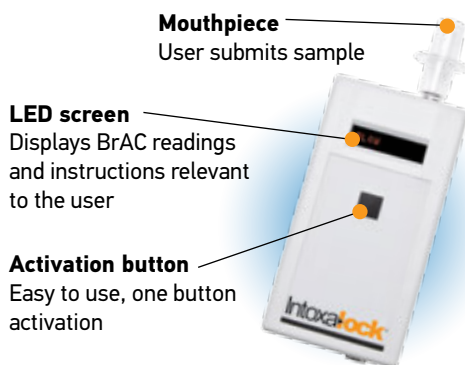


PLEASE DO NOT PLACE THE UNIT ON THE FLOOR OF THE VEHICLE WHERE IT MAY COME IN CONTACT WITH DIRT AND MOISTURE. YOU WILL BE HELD RESPONSIBLE FOR ANY DAMAGE DONE TO INTOXALOCK.



IF YOU HAVE ANY QUESTIONS ABOUT INTOXALOCK PLEASE CALL OUR CUSTOMER SERVICE DEPARTMENT AT (877) 777-5020 IMMEDIATELY. THE SOONER WE HEAR FROM YOU, THE SOONER WE CAN ASSIST YOU.

Section 1.2 – Anatomy of Intoxalock



PLEASE DO NOT EVER DISCONNECT INTOXALOCK AT ANY TIME UNLESS DIRECTLY INSTRUCTED TO BY A INTOXALOCK CUSTOMER SERVICE REPRESENTATIVE.

Chapter 2: USING INTOXALOCK

Section 2.1 – Starting the Vehicle

Step 1. Enter vehicle and fasten your seatbelt.



NOTE: DO NOT PUT YOUR KEYS IN THE IGNITION YET!

Step 2. Press the activation button located on the front of Intoxalock. Intoxalock is now preparing the unit to accept a breath sample. This process should take approximately 6 seconds. In extremely cold weather, this process will require more time as the internal heaters activate. Please refer to Chapter 7 for more details.



NOTE: We recommend the prospective driver does not eat or drink anything, other than water, 15 to 20 minutes prior to attempting to start their vehicle. Further precautions include drinking a glass of water and taking several full and deep breaths just before submitting the breath sample. Do not attempt to eat anything while using the equipment.

Step 3. After the clearing procedure is complete, the following message will appear on the illuminated panel:

Blow

The driver should now submit a breath sample. The user must blow (exhale) into Intoxalock for approximately 2 to 4 seconds. Then inhale back through the unit for about 1 to 2 seconds. Finally, blow again for 2 to 3 more seconds or until Intoxalock signals that a valid sample has been accepted. If you have any problems activating the device, please contact our office for assistance. An attempted breath sample that is not successfully taken on a start-up will not result in a Lock Out. New users sometimes need to attempt multiple breath samples before they become accustomed to using the device.

Step 4. When a proper breath sample is obtained, the device will beep and the driver will hear and feel a short buzzing tone. This is the micro-pump taking a sample of the breath specimen. The unit will scroll: [Sampling]

Sampling

If the BrAC is below the preset state limit, the driver will be able to start the vehicle. The unit will scroll: [Passed] or [Warning] and then [Start]

Passed

OR

Warning

Then...

Start

At this point, a two (2) minute countdown will begin. The vehicle must be started before the countdown expires or the unit will reset and require another breath sample to start the vehicle.

If the BrAC equals or exceeds the preprogrammed limits, the unit will display: [Fail] ... and the ignition will not engage.

Fail

An attempted breath sample that is not successfully taken on a start-up will not result in a Lock Out. New users sometimes need to attempt multiple breath samples before they become accustomed to using the device.



NOTE: Your vehicle battery must remain charged at all times to accommodate the interlock system. We understand that not everyone drives their vehicles regularly. However, because the interlock system requires power from your battery, it is critical that you start your vehicle at least four (4) separate days per week for five (5) minutes each to allow the battery to remain charged. State regulations may require a mandatory re-test within the five (5) minute period and you must provide a breath sample. Your IID monitor requires that they receive confirmation that the equipment is installed and working properly at all times which makes this requirement critically important.

Section 2.2 – Rolling Retests

State regulation requires the driver periodically submit a Rolling Retest while operating the vehicle to ensure that the driver's alcohol level remains below the preset BrAC limit. 4-8 minutes after successfully starting the vehicle, Intoxalock LED display will alert the driver that a Rolling Retest is required. The unit will scroll: [Rolling Retest] [Clearing] [Blow]



- Submit a breath sample in the same manner you used to start your vehicle.
- It is your responsibility to take all Rolling Retests in a safe and timely manner. If you do not take the initial request, Intoxalock will continue to ask for Rolling Retests giving you time to pull over or get into a safe driving pattern. If your Rolling Retest is not passed within 5 minutes, your unit will record this as a 'Refusal' and enter into a Lock Out. (See section 2.3 for more details) It is recommended that you take all Rolling Retests as soon as safely possible.
- If you fail a Rolling Retest the device will record this as a violation and enter into a Lock Out. (See Section 2.3 for further details)
- If you pass the test, the device will allow you to continue driving normally. Intoxalock will ask for additional Rolling Retests every 5-30 minutes until the vehicle is shut off.



NOTE: MAKE SURE TO TAKE ALL TEST REQUESTS! FAILURE TO DO SO WILL RESULT IN A LOCK OUT. This includes ALL Rolling Retests even if the vehicle has been shut off.

Section 2.3 – Lock Out

A Lock Out is a state mandated function that will not allow you to start your vehicle.

Temporary Lock Out

A 15 Minute Temporary Lock Out is caused by three (3) consecutive failed start-up tests blown within 15 minutes of the previous test. A Temporary Lock Out will not allow you to start your vehicle during the countdown. Once the countdown has expired, you will be able to start your vehicle again with a proper breath sample. A Temporary Lock Out will NOT require early service.

Service Lock Out

If a unit goes into a Service Lock Out, the LED screen will display: [Lock Out] [Service in 4 days 23 hours and 59 minutes]



The unit will display a countdown starting at 4 Days, 23 Hours, 59 Minutes during which you will be allowed to drive your vehicle as usual when the start-up test is passed. Once this countdown expires, the unit will not allow you to start the vehicle until it has been serviced.

- A Lock Out requiring early service is caused by:
- A failed or missed Rolling Retest

- A Rolling Retest is considered 'missed' if it is not successfully passed within five (5) minutes
- The customer must take and pass a Rolling Retest even if requested when the vehicle is shut off
- Tampering or Circumvention
- Unauthorized start
- Power Off (other than authorized events)
- Hand held is disconnected (other than



NOTE: In the event of a Service Lock Out, contact Intoxalock IMMEDIATELY once the service message appears on the screen. You will be responsible for all fees including but not limited to shipping. (877) 777-5020

Section 2.4 – Turning The Vehicle Off

Step 1. When you arrive at your destination, park the vehicle and turn off the ignition.

Step 2. REMOVE THE KEYS and LOOK AT THE LED SCREEN.

At this point, Intoxalock will no longer be receiving signals from the vehicle that it is running. Normally, within 5 to 10 seconds Intoxalock will scroll: [Waiting for Restart]

Re Start

Intoxalock will display a two (2) minute countdown:

1:59

You may restart the vehicle during this countdown without submitting another breath sample. Once the countdown has expired, another breath sample will be required to start the vehicle.

Step 3.

- You may exit the vehicle as soon as you see the countdown appear. You do not need to wait for it to expire.

OR

- You may restart the vehicle during the countdown without submitting another breath sample. Once the countdown has expired, another breath sample will be required to start the vehicle



PLEASE DO NOT...

EXIT YOUR VEHICLE until you see the 'Waiting for Restart' sequence begin. Intoxalock may request another 'Rolling Retest' prior to confirming the vehicle has been shut off and you MUST take this test. Failing to submit a breath sample could result in a Lock Out.

LEAVE YOUR CAR RUNNING when you're not in it. It is impossible to know when a 'Rolling Retest' will be requested. If the test is not passed within three (3) requests, it will be considered as a REFUSAL. Intoxalock will enter a Lock Out and will be handled as such.

(See Section 2.3 – for more details on Lock Outs)

Chapter 3: CALIBRATIONS

Section 3.1 – Monitoring

All data is reported to your monitoring authority.

Section 3.2 – Calibration

A calibration consists of exchanging the current unit for a newly calibrated device. This allows for downloading of the information stored in the data log and to make sure each unit is correctly calibrated. The State of Colorado requires that your Intoxalock be calibrated within 30 days of installation and every 30 days thereafter. A visit to the Service Center for our “Quick Exchange” fulfills this regulation in the shortest amount of time possible.

You will find your calibration date in the upper right hand corner of your work orders.

When a calibration date is approaching, Intoxalock will display the service messages on the LED screen notifying you of how many days, hours, and minutes are left before your device expires.

The unit will display: [PLEASE SERVICE IN ___ DAYS]



Once the countdown has expired, Intoxalock will display: [UNIT NOT SERVICED IN TIME]



At this point, you will not be allowed to start your vehicle until you have performed a calibration. It is your responsibility to complete the calibration request and arrive at the service center in time for your calibration to be performed prior to the unit expiring.

Section 3.3 – Receiving Your Calibration

Quick Exchange - We will automatically ship your calibration to deliver to your service center the day before your expiration date on the conditions that:

1. All five (5) pages of your lease have been completed and received by Intoxalock
2. Your account balance is up-to-date

All expired equipment has been returned to Intoxalock

Section 3.4 – Completing Your Calibration

Quick Exchange – To complete your calibration, you will need to return to your service center after the freshly calibrated unit has been delivered and before your current unit expires. The technician will exchange the units, make sure everything is working properly, and then provide you with a new work order. Your next calibration date will be listed in the upper right hand corner. (See Section 3.2 for details) You must pay the service center a small fee directly for this service.

Chapter 4: DE-INSTALLATION OF INTOXALOCK

Step 1. You should have your Un-Restricted Colorado driver’s license IN HAND prior to de-installing

Step 2. Contact Intoxalock at (877) 777-5020 to schedule the de-installation appointment with a Customer Service Representative.

Step 3. Once the de-installation is completed, your service technician will hand you a Certificate of De-Installation and the 'Official' Colorado Certificate of Removal from OIS to keep for your records.

Step 4. Your service center will return your equipment.

Step 5. As soon as your equipment has been delivered, contact an Intoxalock Recovery Agent at (877) 777-5020, ext. 1006 to close your account.



NOTE: You are not legal to drive until you have received your un-restricted license.

Chapter 5: **ACCOUNT INFORMATION**

Section 5.1 - Paperwork

- Lease – Within 2 weeks of your Intoxalock being installed, you will need to go online to www.Intoxalock.com/MyAccount and e-sign your lease.
- You will be able to print a copy for your records if you choose.
- If you are unable to access your online account, please contact our Customer Service team at (877) 777-5020
- Certificate of Installation – Upon completion of the installation, the technician will sign three (3) copies of your Certificate of Installation, one for you, one for Intoxalock, and one you are responsible to provide to the appropriate monitoring authority.
- Certificate of De-Installation – Upon completion of the de-installation, the technician will sign your Certificate of De-Installation for your records.

Section 5.2 – Account Billing

Intoxalock offers multiple payment options for your convenience:

- Pay online through Your Account at www.Intoxalock.com/MyAccount 24 hours a day, 7 days a week.
- Set up automatic billing to a debit/credit card. Payments will be billed once a month, starting the first month after your installation. If your billing date falls on a weekend or holiday, the billing will occur the business day before.
- Mail a check or money order to Intoxalock, PO Box 8773, Carol Stream, IL 60197. Please be sure to include the account number and name of the account holder for faster service.
- Check by phone (There is a small fee for this option).

Section 5.3 – Online Account Access

Go to www.Intoxalock.com/MyAccount to create your online account. With this access, you will be able to:

- Track your shipments
- Change your address
- Report vehicle maintenance
- Make a payment
- Sign your lease or lease extension
- Review the User's Video

Section 5.4 – When to Contact Intoxalock

Contact Intoxalock at (877) 777-5020 immediately IF...

- 1) Your Intoxalock is counting down more than five (5) days prior to your calibration date
- 2) You have been in an accident that might have damaged your Intoxalock
- 3) Your vehicle has become un-drivable for any reason
- 4) An Intoxalock unit has been damaged in any way
- 5) An Intoxalock unit has been lost or stolen
- 6) You are no longer going to be driving your vehicle for ANY reason

You are responsible for the cost of lost, stolen, damaged, and un-returned equipment. Please contact Intoxalock immediately to avoid possible loss of driving privileges and additional cost.

Chapter 6: **VEHICLE MAINTENANCE AND SERVICE WORK**

Section 6.1 – Major Repairs And Service Work

If, for any reason, your vehicle must be serviced, you must notify Intoxalock prior to any service work being done. Even if you are doing the work yourself, please notify Intoxalock prior to starting the work.

You can notify Intoxalock of the work being done by logging into My Account at www.Intoxlock.com and clicking on Report Maintenance. You will need to provide the name and phone number of the repair center performing the work, when the work is to begin and the expected date of completion, the type of repair, and a general description of what is being done. You will also be able to download an instruction sheet to print out and give to your service provider.

It is critical that your technician understand they are about to work on a vehicle equipped with an Intoxalock ignition interlock. If you or your service provider has questions about working on a vehicle equipped with an Intoxalock you must contact our Technical Support department at (877) 777-5020 ext 1001 prior to service work being started. You are responsible for any Lock Outs or damages to your equipment caused by you or your service provider. Repair/replacement costs can range up to \$2,995.00. It is advised you keep a copy of all receipts to verify work done on the vehicle with the state if necessary.

Section 6.2 – Charging And Jumping The Battery

Your vehicle battery must remain charged at all times to accommodate the interlock system. We understand that not everyone drives their vehicles regularly. However, because the interlock system requires power from your battery, it is critical that you start your vehicle at least four (4) separate days per week for five (5) minutes each to allow the battery to remain charged. State regulations may require a mandatory re-test within the five (5) minute period and you must provide a breath sample. Your IID monitor requires that they receive confirmation that the equipment is installed and working properly at all times which makes this requirement critically important.

If, for any reason, your vehicle must have the battery disconnected you must call Intoxalock before you begin. A Customer Service Representative will note your account as to the work being done and they will talk you through the correct procedure for protecting Intoxalock.

Please Note: Any electrical work done to your vehicle can be extremely damaging to Intoxalock. If Intoxalock is damaged in any way, the client will be held responsible for its repair or replacement. The replacement value of Intoxalock can be up to \$2,995.00.

Section 6.3 – Switching Vehicles

If, for any reason, you should wish to change the vehicle Intoxalock is installed in, you must call Intoxalock to schedule the appointments and to verify the correct procedures with regard to the regulations in Colorado. The customer is provided an 'Official' Colorado Certificate of Removal/Installation from OIS. The customer is also provided with a Certificate of Vehicle Switch. You will be responsible

for all costs associated with the vehicle exchange, including removal from the old vehicle, installation into the new vehicle, and any paperwork processing required by the state.

Chapter 7: TIPS FOR CARE AND USE OF INTOXALOCK

Please be advised that any damage that is done to Intoxalock will be the responsibility of the person who is leasing it. The cost of the repair or replacement will be billed to that person. The replacement value of Intoxalock can be up to \$2,995.00.



Extremes in temperature conditions may necessitate a longer clearing procedure. In very hot weather and in very cold weather Intoxalock may take up to 3 minutes to prepare before a breath sample may be submitted.

Section 7.1 – Hot Weather Use

- 1) Please DO NOT place or leave Intoxalock in direct sunlight. On particularly sunny days temperatures inside your car may exceed 120° F.
- 2) Please DO NOT disconnect Intoxalock unless otherwise instructed to by an Intoxalock Customer Service Representative.
- 3) Please keep Intoxalock in a shaded place.
- 4) Please DO NOT ‘cool off’ the vehicle by leaving it running while you are not in it. It is very likely you will miss a Rolling Retest and be subject to a Lock Out.
- 5) Please DO NOT attempt to keep Intoxalock cool by storing it with ice. The water will cause damage to Intoxalock.
- 6) Please feel free to speak to an Intoxalock Customer Service Representative about other hot weather usage tips.

Section 7.2 – Cold Weather Use

- 1) Please DO NOT place or leave Intoxalock on the floor of the vehicle where it will likely come in contact with snow, ice, water, and dirt.
- 2) Keep hand held in upright position to prevent moisture from damaging the unit.
- 3) Please DO NOT disconnect Intoxalock unless otherwise instructed to by an Intoxalock Customer Service Representative. However, you may remove the mouthpiece and keep that in a warm place until you need it.
- 4) Please DO NOT ‘warm up’ the vehicle by leaving it running while you are not in it. It is very likely you will miss a Rolling Retest and be subject to a Lock Out.
- 5) Before pressing the front activation button, it is possible to warm Intoxalock by blowing into it 3 to 4 times, or by wrapping it in a warmed towel.
- 6) Please feel free to speak to an Intoxalock Customer Service Representative about other cold weather usage tips.

Section 7.3 – Cleaning and Caring for Intoxalock

Every Intoxalock is cleaned and sanitized before it is sent to any customer. Intoxalock does not recommend cleaning or washing the hand held device.

Mouthpieces can be washed in hot, soapy water. Please DO NOT use any cleaning or sanitizing product that contains alcohol.

If you feel at any time your Intoxalock unit needs cleaning, please contact Intoxalock immediately at (877) 777-5020 for instructions. Failure to do so may result in damage to the equipment. The cost of repair or replacement can be up to \$2,995.00 and will be billed to the account holder.

Chapter 8: FREQUENTLY ASKED QUESTIONS

Q: Will Intoxalock ever shut my car off?

A: Absolutely not. Once you have successfully passed your initial breath test and started your vehicle, your vehicle will continue to run until you choose to turn it off. Intoxalock is incapable of turning your vehicle off.

Q: Who do I call with problems or questions about how my Intoxalock is operating?

A: Please call Intoxalock's Customer Service Department toll free at (877) 777-5020. You will be connected to one of Intoxalock's Customer Service Representative who will be able to assist you. Please be certain to make note any and all messages that appear on the digital display. This will aid in giving you the fastest and most effective assistance we can. You may also e-mail us at support@Intoxalock.com.

Q: What if my Intoxalock begins to count down before it is supposed to?

A: Please call Intoxalock's Customer Service Department toll free at (877) 777-5020 immediately. Please also make note of when the countdown began, how many days are remaining, and any other messages that appear on the digital display. This will aid in giving you the fastest and most effective assistance we can.

Q: What exactly does Intoxalock keep track of?

A: It records the time and date each time you start your vehicle or take a Rolling Retest, as well as your breath alcohol content, any unauthorized attempts at starting your vehicle, and any tampering or unauthorized manipulation of Intoxalock.

Q: How often must I start my vehicle?

A: We understand that not everyone drives their vehicles regularly. However, because the interlock system requires power from your battery, it is critical that you start your vehicle at least four (4) separate days per week for five (5) minutes each to allow the battery to remain charged. State regulations may require a mandatory re-test within the five (5) minute period and you must provide a breath sample. Your IID monitor requires that they receive confirmation that the equipment is installed and working properly at all times which makes this requirement critical.

Q: What should I do when I have completed my requirements and I no longer need Intoxalock?

A: Call Intoxalock one week before you would like to have Intoxalock removed from your vehicle. A Customer Service Representative will schedule the appointment for the de-installation at the nearest authorized Intoxalock Service Center.

Q: Where can I find more information regarding Colorado's specific requirements and regulations?

A: State information is available at www.colorado.gov/revenue/dmv/interlock. You may also contact Colorado Drivers Services at (303) 205-5613 if you have further questions.

Chapter 9: GLOSSARY OF TERMS

BAIID or IID: Abbreviation for 'Breath Alcohol Ignition Interlock Device' or 'Ignition Interlock Device'. Generic term used to describe all ignition interlocks.

Blow Again: Message appearing on Intoxalock LED Screen. According to the regulations set by each state, the user must submit a breath sample that is measured in terms of both pressure and amount. If the sample is inadequate in any way, Intoxalock will request a second sample.

Blood Alcohol Content (BAC): The concentration of alcohol in the blood, expressed as the weight of alcohol in a fixed volume of blood and used as a measure of the degree of intoxication in an individual. The concentration depends on body weight, the quantity,

rate of alcohol ingestion, and the rates of alcohol absorption and metabolism. Also called blood alcohol level.

Breath Alcohol Content (BrAC): The concentration of alcohol in a sample of breath, expressed as milligrams of alcohol in a fixed volume of breath and used as a measure of the degree of intoxication in an individual. The concentration depends on body weight, the quantity, rate of alcohol ingestion, and the rates of alcohol absorption and metabolism.

Clearing: Message appearing on Intoxalock LED Screen just prior to the submission of a breath sample. Intoxalock will prepare for a new breath sample by clearing the fuel cell of any ambient readings.

Countdown: Intoxalock will use the LED Screen to inform the user of how many days are remaining to service Intoxalock. Countdowns are used for calibrations, Lock Outs, log fulls, and technical issues. If Intoxalock ever begins a countdown at an unexpected time, please call Intoxalock Customer Service immediately at (877) 777-5020.

Failed Sample: Denotes an attempted sample that for any reason was not passed. A sample may be failed due to high BrAC, inadequate breath submitted, a missed or refused test, or attempted tampering.

Handheld: Intoxalock is comprised of two pieces: the Handheld and the Relay. The Handheld is the part that receives the breath sample and analyzes it for the BrAC.

LED Screen: Digital display located on the front of Intoxalock. Display is used to give basic instructions and information to Intoxalock user.

Lock Out: Message appearing on Intoxalock LED Screen. It is a condition that requires Intoxalock be serviced within a set number of days or the vehicle will be immobilized. Submitting BrAC(s) in excess of the state regulations or by missing or failing a Rolling Retest causes Lock Outs. Conditions for Lock Outs vary from state to state. For more information, please refer to Section 2.3.

Monitoring: All violations will be reported to the appropriate monitoring authorities as required by state law. This can include, but is not limited to: BrAC level, date, time, photo, and GPS location.

Mouthpiece: Removable plastic receptacle that fits into the top of Intoxalock. Replacements will be sent with each calibrated handheld.

Calibration: According to state regulations, Intoxalock must be calibrated at regular intervals. Please see chapter 3 for more details.

Relay: Intoxalock is comprised of two pieces: the Handheld and the Relay. The relay is the vehicle interface control module, which operates as the ignition interrupt device.

Rolling Retest: According to state regulations breath samples must be submitted at random intervals while the vehicle is running. Please see Section 2.2 for more details.

Service Center: Any Intoxalock approved location which is authorized to perform installation and removal of the device.

Chapter 10: **CONTACT**

MY ACCOUNT

www.Intoxalock.com/MyAccount

Automated calibration request:

(877) 734-1555

Available 24/7

Customer service department:

Toll Free: (877) 777-5020

Fax: (515) 331-9079

Email: Support@Intoxalock.com

Available 24/7

Corporate offices:

(515) 331-7643, Fax: (515) 278-2820

Monday thru Friday 8:00 a.m. to 5:00 p.m.

Central Standard Time

Mail correspondence to:

Intoxalock

10520 Hickman Road

Des Moines, IA 50325

Mail payments to:

Intoxalock

PO Box 8773

Carol Stream, IL 60197

**Thank you again for choosing Intoxalock for your ignition interlock needs.
We will strive to not only meet, but to surpass your expectations with our service.**



www.Intoxalock.com



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