



# **IGNITION INTERLOCK DEVICE USER'S GUIDE**

## **IGNITION INTERLOCK USER'S GUIDE**

It is your responsibility to read and understand all material contained within this booklet. Please keep this manual in a convenient and safe place in your vehicle to provide easy reference. If you have any questions, or if you need further clarification of any of the contents herein, please call Sens-O-Lock of America at 404-748-4484.

### **Laws and Regulations**

State laws prohibit attempts to circumvent, bypass or tamper with an ignition interlock device installed in your vehicle. These laws strictly prohibit your providing information to any individual regarding methods of circumventing, bypassing or tampering with an ignition interlock device.

Each state has its own penalty policy, but generally they include fines, term extension, license suspension or possible incarceration. In many states attempts of these types is considered a felony and the sanctions are substantial and apply equally to those who disseminate information on how to do the same. They apply to any user of the device not just to the mandated individual.

The device records all activity by the user and will detect attempts to circumvent with something other than human breath, disruption of power to the device and attempts to start the vehicle without first providing a breath sample, or any other types of attempts to bypass the electronic circuitry. Please take care to ensure that you do not use the device in any other way than what is detailed in this User's Manual.

Sens-O-Lock of America is bound by your state's laws and must report all violations related to circumvention, bypassing or tampering with an ignition interlock device. The data logs generated by your use of our device will be reviewed by the appropriate state authorities.

**To avoid any possible sanctions, loss of driving privileges, or extension of your mandatory term, the following should be strictly avoided:**

1. Disconnecting the interlock handheld device except for regular recalibrations or device swaps or to remove from extreme temperature conditions as explained later.
2. Cutting or destroying any tamper seals on the device
3. Tampering or rerouting of the device wiring harness
4. Opening the plastic device casing
5. Using artificial means of providing a breath sample
6. Having another person provide a required breath sample
7. Any other means of attempting to circumvent, tamper or bypass the interlock device

## GLOSSARY OF TERMS

**BAIID or IID:** An abbreviation for 'Breath Alcohol Ignition Interlock Device' or 'Ignition Interlock Device'. This is a generic term used to describe ignition interlocks devices.

**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.

**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.

**Blow Test Error - Please Try Again:** 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.

**Contaminant:** Any item containing some trace of alcohol that may cause the IID to register an alcohol reading. Please see list provided in Part 4 of this document.

**Handheld Device:** The interlock system is comprised of two main pieces: the Handheld Device and the Logger. The Handheld is the part that receives the breath sample and analyzes it for the BrAC.

**LCD Screen:** Digital display located on the front of handheld device. Display is used to give basic instructions and information to the IID user.

**Lock Out:** Message appearing on the handheld LCD Screen. It is a condition that requires the device to 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.

**Lock Out Date:** If your device has not had its recalibration service within the timeframe specified by your mandating state, this is the date on which your IID system will lock you out

and not allow you to start the vehicle until the device is serviced. **Your vehicle will be locked out and will not start beginning at 12:01AM on lockout date.**

**Logger:** The interlock system is comprised of two pieces: the Handheld and the Logger. The logger is the vehicle interface control module, which operates as the ignition interrupt device.

**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, rolling retest results.

**Mouthpiece:** Removable plastic receptacle that fits into the top of handheld device. An initial supply is provided at install. If you need additional mouthpieces, please call Sens-O-Lock of America to order.

**Non-Human Breath:** The interlock device is equipped with infrared and temperature sensors to ensure that you are blowing into the interlock and not trying to circumvent it by using an alternative breath source.

**Please Blow – Rolling Test:** According to state regulations breath samples must be submitted at random intervals while the vehicle is running. The IID will beep and this message will appear on the LCD screen. A breath sample must be given each and every time a Rolling Retest is requested.

**Recalibration:** According to state regulations, the IID must be calibrated at regular intervals. This varies from state to state. You will be informed of the recalibration requirements by your mandating state authority.

**Service Center:** Any Sens-O-Lock of America approved location which is authorized to perform installation and removal of the IID device.

**Service Date:** The handheld device will use the LCD Screen to inform the user of how many days are remaining to until the next interlock service date. Service dates are used for calibrations/recalibrations. If the device ever begins a countdown at an unexpected time, please call Sens-O-Lock of America Technical Support immediately.

**Test Required - Blow Evenly:** Message appearing on the handheld LCD 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 volume. If the sample is inadequate in any way, the device will request a second sample.

**Violation:** Missing a rolling retest, tampering with the interlock, or having lockouts due to alcohol use are violations as mandated by state interlock regulations. If your handheld device indicates a Violation, please call Sens-O-Lock of America Technical Support immediately.

## **PART 1: GETTING STARTED**

### **Section 1.1 – Introduction**

Sens-O-Lock of America has equipped your vehicle with an ignition interlock device (IID). The device requires the driver to provide a breath sample prior to starting your vehicle. Each state also has its own requirements that require the driver to provide random rolling retests while the vehicle is being driven. Breath samples are analyzed for alcohol content. Results of this analysis are displayed on the digital screen of the handheld device. While enrolled in your State's Breath Alcohol Ignition Interlock Device Program (BAIID), there is a ZERO TOLERANCE policy with regard to alcohol reading. Each state has its own accepted alcohol threshold which must be adhered to at all times. These should have been discussed with you at the time of your IID mandate.

Please read all instructions and view our on-line training video ([www.sensolockamerica.com](http://www.sensolockamerica.com)) prior to operating the IID. Our device is easy to use, however, it is a very sensitive electronic measurement device and care must be taken to assure years of trouble-free use. Abuse of the IID could cause problems to develop. The following precautions should be taken prior to and while operating the device to ensure proper operation:



**Many products we use on a daily basis contain alcohol and will register a Breath Alcohol Content (BrAC) reading. Please refrain from using any product that contains any type of alcohol byproduct at least 15 minutes before using the IID. YOU WILL BE FULLY RESPONSIBLE FOR ANY AND ALL ALCOHOL READINGS, REGARDLESS OF THE SOURCE. PLEASE REFER TO THE LIST WE HAVE PROVIDED IN PART 4, SECTION 4.2.**

**Do not store or leave the IID in the vehicle during extremely hot or cold weather conditions. EXTREME TEMPERATURES MAY DELAY THE TIME IT TAKES TO START THE VEHICLE.**

**Do not place the IID on the seat or floor of the vehicle where it may be exposed to dirt, moisture, or become damaged in a fall. YOU WILL BE HELD RESPONSIBLE FOR ANY DAMAGE DONE TO THE IID WHILE IN YOUR POSSESSION.**

## Section 1.2 Handheld Device Diagram



### FR 9000 Interlock System Components

- 1. Mouthpieces:** Only mouthpieces obtained from Sens-O-Lock of America may be used in your interlock device's handhead device. These mouthpieces must be alternated on a daily basis to allow washing and adequate drying time for the mouthpieces.

- 2. Handheld Device:** The handheld device is the portion of the interlock device that accepts your breath sample. An LCD screen on the face provides user information such as service dates, error messages, test results, and test instructions. Three buttons located beneath the screen allow the user to enter service codes. These buttons are not normally used during operation of the device and should only be used when given instruction from Sens-O-Lock of America. The handheld device should be taken out of the vehicle when it is not in use.
- 3. Coiled Cord:** The coiled cord is the cable that connects the head to the data logger. The ring connectors on the head and coiled cord can be unscrewed so that the head can be taken out of the vehicle. Make sure the coiled cord is placed in a secure location when the handheld device is not connected in order to avoid damage. It is also a good idea to check the connectors on the head and coiled cord for dirt and debris regularly as either could prevent the device from functioning properly.
- 4. Data Logger:** The data logger is the portion of the unit that contains the starter, horn, and headlight relays. It also contains secondary data storage. This prevents complete data loss in the event of a handheld device malfunction. This portion of the device is located under the dash of your vehicle and is not accessible to the user.



## PART 2: USING YOUR IGNITION INTERLOCK DEVICE

**Note:** We recommend that the prospective driver not eat or drink anything, other than water, 15 to 20 minutes prior to attempting to start their vehicle. Do not attempt to eat anything while using the equipment. Drinking or rinsing your mouth with a glass of water is also recommended prior to using the IID. Cigarette smoking is not recommended during this period either, as the tar and nicotine will damage the device

### .Section 2.1 – Starting the Vehicle

Step 1. Enter the vehicle and fasten your seatbelt.

Step 2. Turn the ignition key to the ON position. DO NOT TURN THE KEY TO THE START POSTION AT THIS TIME.

Step 3. The Interlock display will Show:

Next Service Date

Step 4. Wait until the display indicates:

Test Required – Blow Evenly

The driver should now submit a breath sample. Hold the handheld device so that the 2 small sensors located to the right of the blow tube are directly pointing at your chin. The LCD display should be facing towards the driver's window. If you have a beard, point the sensors toward your nose. The LCD display should be toward the driver's window. The sensors are measuring heat and proximity to your skin.



Proper Device Positioning



Improper Device Positioning

Step 5. Take a deep breath and blow steadily into the mouthpiece. You will immediately hear a continuous tone while blowing into the mouthpiece. If you do not, stop and try blowing a little harder. Once you hear the tone, continue blowing until you hear and feel a click in the handheld device. The LCD display will read:

Analyzing Sample

and show a progress bar.

### Section 2.1.2 – Test Results

If you provided a successful breath sample, the LED display will read:

Test Passed- Drive Carefully

You now have 2 minutes to start the vehicle. TURN THE KEY TO START THE ENGINE

If you did not provide a successful breath sample, the LED display will read:

Blow Test Error – Please try again

You may not have blown hard enough or long enough to complete the test. You should immediately attempt another breath test.

If the LED display reads:

Non-Human Breath Error

the device did not receive an ample air sample. Try again while holding the handheld device a previously described.

**NOTE: If you receive a Non-Human Breath message followed by a letter "I", be sure to hold the handheld device so the airway is at the top and your lips touch the beveled part of the airway to ensure a good reading. If you have facial hair, the handheld device should be held so the airway is at the bottom.**

**If followed by a letter "T" it means the handheld device is overheated and needs to be cooled off before providing a sample.**

If the LED display reads:

Test Failed

Wait for the system to reset and try again. Depending on the mandating state's regulations, you will be given a specific number of opportunities to pass the test. If you are unable to pass the test successfully within the allotted number of attempts, the IID will lockout for a preset period of time. Once the lockout is over, you will have another series of attempts to pass the test. If failure is due to alcohol use, you will be unable to start the vehicle until you can provide a breath sample under the mandating state's accepted alcohol threshold.

## Section 2.2 – Rolling Retests

According to state regulations breath samples must be submitted at random intervals while the vehicle is running after a successful vehicle startup.

Step 1. While you are driving, the IID device will provide a beep tone. In order that you hear the tone, it is advised that you do not have the radio playing loudly and that wind noise be kept to a minimum.

The LED display will read:

Please Blow – Rolling Test

the display will also show a countdown that indicates the amount of time you have left to complete the rolling retest. You must successfully deliver a breath sample within this time to complete the test. Failure to complete the test will cause a refusal to be registered to your record. Each mandating state has a refusal number threshold. If you fail or refuse rolling retests above this threshold, a lockout will be recorded.

**NOTE: You must provide a test sample even if you have reached your destination.**

Step 2. Provide a breath sample as outlined in Section 2.1

The LED will display:

Analyzing Sample

and show a progress bar.

NOTE: Sens-O-Lock of America also leases a special unit for users with hearing impairments. It has a flashing light attachment that will begin flashing in addition to providing the beep tone when a rolling retest is required. Please contact our office if you need to order this special equipment.

### Section 2.2.1 – Test Results

If you provided a successful breath sample, the LED display will read:

Test Passed

If you did not provide a successful breath sample, the LED display will read:

Blow Test Error – Please try again

You may not have blown hard enough or long enough to complete the test. You should immediately attempt another breath test.

If the LED display reads:

Non-Human Breath Error

the device did not receive an ample air sample. Try again while holding the handheld device a previously described.

If the LED display reads:

Test Failed

you should immediately pull the vehicle off the road and turn off the ignition. Depending on the mandating state, test failure may result in your horn blowing and your lights flashing until the vehicle is turned off.

If you have accumulated failures above the mandating state's threshold, your IID device will now begin a lockout countdown.

## Section 2.3 – Lock Out

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

The IID will enter a Lock Out and require early service if you:

- Fail a Start-Up-test
- Miss or Fail a Rolling Re-test
- Tamper with the unit if a unit goes into a Lock Out, the LED screen will display:

Lockout Reset # of days and the reason for the lockout

The unit will display a countdown. During this countdown time you will be allowed to drive your vehicle as usual, but must get the IID an interim service recalibration. Once this countdown expires, the unit will not allow you to start the vehicle until it has been serviced.

**NOTE: In the event of a Lock Out, contact Sens-O-Lock of America IMMEDIATELY after the service message appears on the screen.**

## Section 2.4 – Turning the Vehicle Off

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

**NOTE: If the IID requests a Rolling Retest just prior to or as you are arriving at your destination, a breath sample must be given to avoid a refusal/violation. If you shut your vehicle off just as the device is asking for a retest, please turn the ignition back on and give a beginning test to show that this was not an attempt at circumvention.**

Step 2. REMOVE THE KEYS.

The LED display will read:

You may restart in # seconds

The IID will display a two (2) minute countdown.

Step 3. You may exit the vehicle once the countdown completes. If you do not wish to wait the full 2 minutes, you can end the countdown early by pressing the middle button on the IID. Do not exit until either the countdown completes or you press the middle button to end the countdown.

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.

## **PART 3 –RE CALIBRATIONS**

### **Section 3.1 – Interlock Monitoring**

All IID violations and any tampering reports are reported to the appropriate authorities immediately on a regular basis.

### **Section 3.2 –Recalibration**

Each mandating state has set its own reporting period (can be every 30 or 60 days). So that Sens-O-Lock of America can submit the proper information to the mandating state monitor for your reporting period a recalibration of your IID device must occur. A recalibration consists of downloading of the information stored in the data log of the IID system and to check each unit to make sure that it is correctly calibrated within the guidelines set by each mandating state.

There are two (2) dates that appear on your IID handheld device each time you start the vehicle. One is the Service Date and the other is the Lock Out Date. Your IID device must be recalibrated within the period starting with the Service Date, but before the Lockout Date. Recalibration can be achieved in two ways.

### **Section 3.3 – Receiving Your Recalibration**

Depending on the regulations for your mandating state you must either go to an authorized Sens-O-Lock of America Service Center for your regular IID recalibration or a recalibrated device can be sent to your Service Center or directly to your home. The following sections outline each method.

#### **Section 3.3.1 – At the Service Center (AL, GA, CT, MA, ME, TN)**

The states listed require that you visit an authorized Sens-O-Lock of America Service Center for your regular IID recalibration. To get your recalibration . . .

**Step 1.** Call your assigned Service Center and make an appointment for your regular recalibration visit.

**Step 2.** Go to the service center on the appointed day. Service will include a download of the stored data into the Sens-O-Lock of America server. Reports will be formatted and sent to the proper state mandated monitor for review. The Service Center will also run a diagnostic program on the IID to assure that it is still calibrated within the guidelines set by the mandating state. If problems occur, the Service Center will contact Sens-O-Lock of America for further assistance and instructions.

Step 3. There is a fee for the recalibration which is paid directly to the Service Center. A reporting fee is paid to Sens-O-Lock of America. These fees are stated in your Lease Agreement.

### Section 3.3.2 – Through the Mail RI and NJ - Mailed to Home Address

While some mandating states do not require that the authorized Sens-O-Lock of America Service Center perform the recalibration in shop, they do require that a recalibrated device be sent to the customer on a regular basis.

Step 1. Sens-O-Lock of America will directly ship a recalibrated device to your home address

Step 2. Exchange the new device and return the old device back to Sens-O-Lock of America so that the data logs can be downloaded and reports sent to the appropriate mandating monitors.

To properly remove the handheld device, please see the instructions provided in Part 4, Section 4.1, Point #6.

After the device is removed . . .

- Take the new unit out of the box. There is a notch on the bottom of the device connector and on the connector cord. Line these notches up and place new handheld unit onto the cord.
- Tighten the braided ring nut on the metal connector. Do not twist the device. Your new device is ready to use
- Place the removed device back into the box using the protective bubble wrap provide. You must record your accurate vehicle mileage on the return slip that accompanied the replacement device.
- Put the box into the postage paid shipping bag provided and drop it into the nearest U.S. Postal Service mailbox or drop it at the Post Office. **This device must be returned and received back in office within 10 days from our shipping date to you. If the device is not received back in that timeframe, you will be charged a late return fee. This fee is outlined in your lease agreement.**

If your mandating state allows for the device to be sent directly to your home, you will receive it at least 2 days prior to your Lock Out Date. If you have not received by then, please call our offices immediately.



## PART 4 – HELPFUL HINTS FOR USING AND CARING FOR THE IGNITION INTERLOCK DEVICE

### Section 4.1 – Using the device

The following are some helpful hints to follow when using the IID device . . .

1. When providing a breath sample, be sure your hand/fingers are not covering the vent in the back of the device as air needs to flow freely through it.
2. Never leave the vehicle running unattended or “warm the vehicle up” on cold mornings as you may miss a rolling/running retest. A missed Rolling Retest will result in a violation being recorded on your interlock report.
3. A breath sample must be provided each and every time the device asks for one, even if you have arrived at your destination. Failure to provide a sample will result in a violation being recorded on your interlock report.
4. Be mindful of the interlock service and lockout dates. They are displayed on the handheld device screen each time you start your vehicle. If your state requires you to return to the service center for the calibration, do so **prior** to the lockout date to avoid not being able to start your vehicle.
5. If the state mandating the interlock allows exchange units to be sent directly to you, and you have not received it by the time the unit displays 2 days remain, call our office to check on the shipping status. **Your vehicle will be locked out and will not start beginning at 12:01AM on lockout date.**
6. In extreme temperatures (hot and cold) remove the handheld device from the vehicle to help ensure it continues to function properly. Remove the device using the following process. . .
  - a. Loosen the braided ring nut on the metal connector attached to the base of the current handheld device.
  - b. Lift the handheld device straight up. This will disconnect it from the connector on the cable. Do not twist the entire handheld device as this will sever the wires cutting power to the unit and will leave the device inoperable. **If the connector is damaged when the device is received back in our office, you will be charged for the device repair.**

To reattach the device . . .

- a. There is a notch on the bottom of the device connector and on the connector cord. Line these notches up and place the handheld unit onto the cord.
  - b. Tighten the braided ring nut on the metal connector. Your device is ready to use
7. **Do not smoke** 15 minutes prior to starting your vehicle or while driving as tar and nicotine will cause damage to the sensors and result in repair costs and/or excess cleaning charges. Cost is \$80.00 to clean the unit.
8. Do not place the IID anywhere that will subject it to direct sunlight, water, moisture or dirt. This will damage the unit.
9. When in doubt, always call Sens-O-Lock of America for guidance. Our contact numbers can be found in Part 9 of this document.

## Section 4.2 - Contaminants that can cause a BrAC reading

There are a number of products, ingested or inhaled, that can cause a failed device test. The following is an example of such items and is no way all inclusive as it would be virtually impossible to identify all potential items a person could ingest or come in contact with that could result in a failed breath test.

Examples of products/contaminants that can register low level alcohol readings include:

- Mouthwash containing alcohol
- Foods that contain alcohol (i.e., rum cake, vodka pasta, and many other foods that may have alcohol content), some pickled products or products that when combined with one's body chemistry can result in a low level reading.
- Yeasty baked goods
- Chewing gums containing sugar alcohol (i.e., Eclipse)
- Dental bridges with zinc/mint based denture adhesive
- Hand sanitizer
- Alcohol swabs that may be used to sanitize the interlock airway
- Witch-hazel to face after shaving him. Apparently it contains 14% alcohol
- Industrial cleaning products such as brake cleaning fluids and other solvents containing alcohol
- Bug/insect spray
- Cold/flu medication containing alcohol
- Etc....

In most cases if the IID user providing the sample thoroughly rinses their mouth with water, or in the case of inhaling fumes, takes several deep breathes with fresh air to clear their lungs, they should be able to pass the test.

## Section 4.3 – Cleaning and Caring for the IID

Every IID is cleaned and sanitized before it is sent to any you. We do not recommend cleaning or washing the handheld device while it is in your possession.

Mouthpieces can be washed in hot, soapy water. Please DO NOT use any cleaning or sanitizing product that contains alcohol. Let mouthpieces thoroughly dry before using.

If a device is returned to us with heavy odor or nicotine residue that requires more than our normal sanitation process, you will be charged an additional cleaning fee of \$80.00.

## **PART 5 – VEHICLE MAINTENANCE AND SERVICE**

### **Section 5.1 – Major Repairs and Service Work**

If your vehicle must be serviced, it is critical that your service technician understand they are about to work on a vehicle equipped with an IID. Many repairs require that the vehicle remain running while the work is being done. As discussed in Section 2.2, once the vehicle is started, state mandates require that random rolling retests be provided. There are two options to consider when having service work done on your vehicle . . .

- 1.) You can provide the service technician with a mouthpiece so that they can provide breath samples while the vehicle is running. Experience shows, however, that shop noise often drowns out the device rolling retest signal and rolling retests are missed by service technicians. Please note that if a rolling retest is missed during this timeframe, the violation will be recorded against your driving record and you will be responsible for any fees and penalties associated with the violation.
- 2.) Sens-O-Lock of America can provide your service technician with a service code to be used while the vehicle is in the shop. This service code is provided directly to the service technician, and disables the random rolling retest generator while work is being done. There is a fee for this service code; however, it alleviates the worry of rolling retests being missed by the service technician.

To obtain a service code when work is being done on your vehicle . . .

- 1.) Call Sens-O-Lock of America at 404-748-4484 and Press Option 2
- 2.) The Technical Support Analyst will ask for the Business name, a contact name, phone and fax number of the service center.
- 3.) The fee for the service code must be paid prior to the service code being provided.
- 4.) Our Technical Support Department will fax the service code and an instruction sheet to the Service Center for entering and using the code and provide contact information should they have questions.
- 5.) The IID will return to normal operation once the service work is completed.

You should keep all receipts and descriptions of service work being done on your vehicle to verify work done in case it is required by your state monitor.

If you are servicing the vehicle yourself, be sure you abide by the rolling retest mandates. Notify Sens-O-Lock of America that you will be servicing the vehicle so that a record can be noted in your file.

**NOTE: You are responsible for any repair/replacement needed because of damage done while repairs are made. Your lease agreement outlines these costs.**

## Section 5.2 – Charging and Jumping the Battery

Your vehicle battery must remain charged at all times to accommodate the interlock system. We realize that not everyone drives their vehicles on a regular basis, however, because the interlock system requires power from your battery, it is critical that you start your vehicle several separate days per week for at least five (5) minutes each to allow the battery to remain charged. If a state regulated mandatory re-test is requested 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 your vehicle has not been driven or you plan to leave it parked for a number of days, we suggest the use of a battery maintainer to keep the battery charged. Sens-O-Lock of America has a number of recommended maintainers in stock. Please call your Sens-O-Lock of America Sales Representative for pricing. If, for any reason, your vehicle must have the battery disconnected you must call Sens-O-Lock of America before you begin. A Technical Support Analyst will note your account as to the work being done and they will talk you through the correct procedure for protecting the IID.

**NOTE: Any electrical work done to your vehicle can be extremely damaging to the IID. If it is damaged in any way, the client will be held responsible for its repair or replacement. Your lease agreement outlines these costs.**

## Section 5.3 – Switching Vehicles

If, for any reason, you should wish to change the device into another vehicle, you must call Sens-O-Lock to schedule the transfer. 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 mandating state. You will be provided with a new Certificate of Installation that you are responsible for providing to the appropriate mandating authorities. A copy must also be returned to Sens-O-Lock of America.

**To schedule a vehicle transfer call 404-748-4484 and Press Option 3.**

## PART 6 – ACCOUNT INFORMATION

### Section 6.1 - Paperwork

**Customer Welcome Packet** - This packet will be provided to you at time of install. It contains important paperwork that should be read immediately. Follow-up is needed as indicated . . .

- **Lease** - The lease agreement is your contract with Sens-O-Lock of America. It contains important information regarding all terms and conditions of your use of our equipment. Please read it carefully. If you have any questions, please contact us immediately.
- **Certificate of Installation** – Upon completion of the installation, the technician will sign your Certificate of Installation indicating that the device is now operational in your vehicle.
- **Installation Checklist** - This checklist indicates that you have read and understand the terms of your agreement and the use of the IID device.
- **Addendum A Recurring Payment Authorization** – This form authorizes the use of your debit or credit card for charges associated with the IID during your mandatory term. Please provide the card number, the expiration date of the card and sign the form.

**NOTE: Completed copies of all of the above mentioned forms must be returned to Sens-O-Lock of America within 14 days from the date of installation. If not received within that timeframe, a missing documents fee will be assessed.**

Other documents included in the packet . . .

- **Ignition Interlock Device User's Guide** – Should be read thoroughly and kept in vehicle for easy reference.
- **Referral Program Flyer** – Discount for referring other interlock users to our company
- **Initial Invoice Receipt** – Shows payment for initial costs of interlock device

### Section 6.2 – Account Billing

Sens-O-Lock of America affords customers two methods of making monthly interlock lease payments.

- **Automatic Payment System.** This systems allows you to indicate direct automatic billing to a debit/credit card. Payments will be billed once a month, starting 30 days from your anticipated installation date.
- **Cashier's check or Money Order** to 39 Mohawk Trail, Slingerlands NY 12159. Must be Received before or on the payment due date to avoid payment late fees.

## Section 6.3 – When to Contact Sens-O-Lock of America

Contact Sens-O-Lock of America at (404) 748-4484 immediately IF...

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

**NOTE: You are responsible for the cost of lost, stolen, damaged, and un-returned equipment. Please contact Sens-O-Lock of America immediately to avoid possible loss of driving privileges and additional cost.**

## **PART 7 – REMOVING THE IGNITION INTERLOCK DEVICE**

Before you can schedule an IID removal, Sens-O-Lock of America must receive written approval from your mandating state monitoring authority stating that you are eligible to have the device removed. . If you are on Conditional Discharge, you must provide a copy of your Certificate of Completion before scheduling your removal.

Step 1. Approximately 30 days prior to the end date of your lease, a Sens-O-Lock of America Removal Specialist will contact you via email or letter explaining the removal process for your mandating state. Upon receipt of this letter, please call the Removal Specialist to provide them with the actual date of your authorized removal. If your term has been extended by the mandating monitor, please inform the Removal Specialist so that your lease can be extended for the appropriate period of time.

Step 2. The Removal Specialist will place a work order with your Sens-O-Lock of America Service Center for the device removal. All removal fees must be paid prior to the work order being placed. Removal charges are outlined in your Lease Agreement.

Step 3. Call the Sens-O-Lock of America Service Center to make your removal appointment. They are the only authorized personnel approved for this work. Removal by any other entity that results in damage to the IID system will require that you pay for repairs/replacement of the equipment.

Step 4. Once the removal is completed you will be asked to sign a removal checklist by the installer. Please complete and sign the document verifying that all equipment has been removed and is present for return to Sens-O-Lock of America. You will be charged for any missing equipment that is not returned at this time. A list of all equipment provided at time of installation is provided in your Lease Agreement along with the associated costs if this equipment is not returned.

Step 5. We will provide the Service Center with a shipping label for the return of your IID device; however, you are responsible to ensure they return your device to Sens-O-Lock of America in a timely manner.

Step 6. As soon as your equipment has been returned, your account will be closed.

**NOTE: You are not legal to drive without an IID until you have received your un-restricted license.**

## **PART 8 – FREQUENTLY ASKED QUESTIONS**

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

**A:** Call Sens-O-Lock of America's Technical Support Department at 404-748-4484, Press Option 2. You will be connected to one of our Technical Support Analysts who will be able to assist you. Please be certain to make note any and all messages that appear on the LCD display. This will aid in giving you the fastest and most effective assistance we can. You may also e-mail us at: [info@sensolockamerica.com](mailto:info@sensolockamerica.com)

**Q:** What exactly does the ID keep track of while it is in operation?

**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 unauthorized tampering of the IID.

**Q:** Will Sens-O-Lock of America ever shut my vehicle 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. Sens-O-Lock of America does not have the capability to remotely turn your vehicle off.

**Q:** Where can I find more information regarding my mandating state's requirements and regulations?

**A:** Your mandating state usually provides you with its program requirements at the beginning of your mandated term; however, you can always check the mandating authority's website for further details.



## **PART 9: CONTACTS**

Mail correspondence and payments to:

**Sens-O-Lock of America**  
**39 Mohawk Trail**  
**Slingerlands, NY 12159**

Telephone Numbers:

**404-748-4484**

then select the following options . . .

<b>Sales and General Interlock Information</b>	<b>Option 1</b>
<b>Technical Support or Shipping Queries</b>	<b>Option 2</b>
<b>Removal Information</b>	<b>Option 3</b>
<b>Payment Information</b>	<b>Option 4</b>

Fax Number:

**404-393-3551**

E-Mail Address:

[info@sensolockamerica.com](mailto:info@sensolockamerica.com)

Website:

[www.sensolockamerica.com](http://www.sensolockamerica.com)

Corporate Hours:

**Monday through Friday 8:30 a.m. to 5:00 p.m. Eastern Time**

Sales Hours:

**Monday through Friday: 8:30 a.m. to 6:00 p.m. Eastern Time**  
**Saturday: 9:00 a.m. to 12:00 noon**

Technical Support Hours:

**Monday through Friday: 8:30 a.m. to 6:00 p.m. Eastern Time**

Emergencies Only:

**Saturday and Sunday: 9:00 a.m. to 5:00 p.m. Eastern Time**

**Thank you again for choosing Sens-O-Lock of America as your ignition interlock provider.**