

Intoxalock®
Service Center Manual



ATTENTION ALL SERVICE PERSONNEL AND SHOP MANAGERS!

THE INFORMATION HELD WITHIN THIS MANUAL IS STRICTLY INTENDED FOR THOSE INVOLVED IN THE INSTALLATION AND MAINTENANCE OF THE INTOXALOCK. Any violation of this restriction may result in a violation of both state and federal law. Under no circumstance should any portion of this manual be available to anyone outside of the installation center. It is punishable by law.

Under NO circumstances is an ignition interlock to be by-passed, jumped, circumvented, or tampered with by anyone at anytime. This includes authorized installation technicians. Any violation of this restriction may result in a violation and punishable by both state and federal law. Please contact (877) 327-9130 if you have any questions.

TABLE OF CONTENTS

Chapter 1:	How the Intoxalock works	1
Chapter 2:	Compliance of State and Federal laws	1
Chapter 3:	Service center inspections	2
	Section 1 - Vehicle check-in inspection for service center	2
	Section 2 - Vehicle inspection checklist	3
	Section 3 - Installation checklist	4
Chapter 4:	Helpful ignition wiring information	5
	Section 1 - Definition of an automotive “ignition circuit”	5
	Section 2 - The difference between ignition and accessory wires	5
	Section 3 - How to identify an proper ignition source	5
	Section 4 - Common LED readout errors	5
Chapter 5:	Tamper seal placement	6
	Section 1 - Small tamper seals	6
	Section 2 - Large tamper seals	6
Chapter 6:	Intoxalock Legacy (non camera)	7
	Section 1 - Installation kit	7
	Section 2 - Intoxalock Legacy relay diagram (non camera)	7
	Section 3 - Legacy lights/flasher installation guide	8
Chapter 7:	Intoxalock eLERT (with camera)	10
	Section 1 - Installation kit	10
	Section 2 - Intoxalock eLERT relay diagram (with camera)	11
	Section 3 - Intoxalock eLERT (with camera) lighting diode installation	12
Chapter 8:	Install confirmation menu/LED commands	12
Chapter 9:	How to train a customer	14
Chapter 10:	Recalibration checklist	14
Chapter 11:	De-installation checklist	15
Chapter 12:	Contact Intoxalock	16

Chapter 1: How the Intoxalock works

The Intoxalock is installed in the starter circuit with the same functionality and operating characteristics as the “park/neutral switch in any vehicle. Just as the park/neutral switch closes when the shift lever is moved to the correct location, the Intoxalock switch closes when the customer delivers a clear breath sample. If either the park/neutral switch or the Intoxalock switch were to “fail” – there are only two conditions that can occur:

1. The vehicle ignition will not engage the starter because the failure is an “open” state, which means that electricity cannot pass and there can be no damage to any other component because the circuit itself is broken.

OR

2. The vehicle ignition will engage the starter because the failure is in a “closed” state which means that the electricity will pass and there can be no damage to any other component because in this case, the circuit functions as if the equipment were removed or not present at all.

In either case, the driver must physically engage the ignition switch (rock it forward) in order for the starter to engage because all of the switches work independently of one another. This independent performance of each switch is another reason the Intoxalock equipment cannot damage the ignition, the starter or any other component in the vehicle ignition system. Just as the park/neutral switch works as a safety feature, the Intoxalock is a similar safety feature that happens to measure breath alcohol.



ONCE THE INTOXALOCK IS INSTALLED, THE VEHICLE MUST NOT START WITHOUT A VALID BREATH TEST!

Chapter 2: Compliance of State and Federal laws



COMPLIANCE IS IMPERATIVE!

As part of our certification, each service center and Intoxalock have committed to enforce all State and Federal laws.

- Under NO CIRCUMSTANCES should you start a vehicle with an interlock installed for a customer. Doing so in the equivalent of bypassing and may result in violation of both State and Federal law.
- Under NO CIRCUMSTANCES is an ignition interlock to be by-passed, jumped, circumvented or tampered with by anyone at any time. This includes authorized installation technicians.
- Failure to do so will not only affect Intoxalock, it will also affect the offending service center. State decertification can be implemented if deemed necessary.
- We ask that all rules and regulations be followed at ALL times by every authorized service center employee.
- Failure to do so will result in immediate termination of the offending service center along with an extensive internal audit of any affiliated service center.

Section 2 – Vehicle inspection checklist

VEHICLE INSPECTION CHECKLIST: EXTERIOR	Yes	No
Any evidence of an accident, or flood, fire or other major damage?	<input type="checkbox"/>	<input type="checkbox"/>
Has the car been repainted or ‘touched up’?	<input type="checkbox"/>	<input type="checkbox"/>
Any visible damage to the bumper?	<input type="checkbox"/>	<input type="checkbox"/>
Are the doors, tailgate or hood damaged or misaligned?	<input type="checkbox"/>	<input type="checkbox"/>
Any mismatched paint (a sign of possible replacement of damaged parts)?	<input type="checkbox"/>	<input type="checkbox"/>
Are the windshield and side and rear windows free from cracks, pits or wiper marks?	<input type="checkbox"/>	<input type="checkbox"/>
Are the mirrors attached and working without cracks?	<input type="checkbox"/>	<input type="checkbox"/>
Is the sunroof (or convertible top) undamaged and operating in all modes?	<input type="checkbox"/>	<input type="checkbox"/>
Are all lights operating? (Headlights, parking, turning and fog lights, brake lights and hazards)	<input type="checkbox"/>	<input type="checkbox"/>
Are the lenses undamaged?	<input type="checkbox"/>	<input type="checkbox"/>
Does the wiring look to be in good condition?	<input type="checkbox"/>	<input type="checkbox"/>
Does it start right up, or does the starter ‘grind’?	<input type="checkbox"/>	<input type="checkbox"/>
Any smoke from the engine, wiring or exhaust system?	<input type="checkbox"/>	<input type="checkbox"/>
Do the cooling fan(s) and work when you run the engine?	<input type="checkbox"/>	<input type="checkbox"/>
VEHICLE INSPECTION CHECKLIST: INTERIOR	Yes	No
Does the steering wheel have abnormal wear, indicating it was replaced with a junkyard wheel or air bag?	<input type="checkbox"/>	<input type="checkbox"/>
Do the radio, cassette, CD, MP3, speakers and/or satellite radio all work? Is the antenna present and working?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a working navigation system?	<input type="checkbox"/>	<input type="checkbox"/>
Do the heater, defroster and air conditioning work? Are all vents functional?	<input type="checkbox"/>	<input type="checkbox"/>
Is the upholstery clean, unstained, not worn and uncut?	<input type="checkbox"/>	<input type="checkbox"/>
Are carpet, floor mats and headliner in good shape? How about the door panels?	<input type="checkbox"/>	<input type="checkbox"/>
Heated/cooled seats functional?	<input type="checkbox"/>	<input type="checkbox"/>
Do the door locks and child safety locks work?	<input type="checkbox"/>	<input type="checkbox"/>
How about the remote entry systems?	<input type="checkbox"/>	<input type="checkbox"/>
Window controls work on all four windows?	<input type="checkbox"/>	<input type="checkbox"/>
Remote gas lid and trunk lid releases work?	<input type="checkbox"/>	<input type="checkbox"/>
Does the horn work?	<input type="checkbox"/>	<input type="checkbox"/>
Do the windshield wipers (and washers) work at all speeds?	<input type="checkbox"/>	<input type="checkbox"/>
Is there a functional rear camera or backup alarm?	<input type="checkbox"/>	<input type="checkbox"/>
Mirrors all present and controls working?	<input type="checkbox"/>	<input type="checkbox"/>
Are the interior lights working? (Dome lights, courtesy lights, trunk light, map lights, dash lights)	<input type="checkbox"/>	<input type="checkbox"/>
Gas gauge, RPM gauge, clock, cigarette lighter/power outlet and odometer all functional?	<input type="checkbox"/>	<input type="checkbox"/>

Section 3 - Installation checklist

- Inspect vehicle -Test vehicle horn, battery, alternator and start circuit to make sure all are in proper working order
- Inspect Intoxalock equipment (Verify you have all needed components for installation)
- Locate vehicle wires (Starter, ignition, 12V, horn and flasher as needed)
- Cut starter wire and verify vehicle does NOT start
- Install **RELAY BOX** (Out of sight, under the dash, where is it somewhat accessible)
- Install **BROWN** wire to key side of start wire, key side will show 12V when attempting to crank after wire is cut
- Install **WHITE** wire to starter side of start wire, now to test. Starter side will show 0 volts when attempting to crank after wire is cut.
- Install **BLACK** wire to chassis ground. Use the tap screw provided to secure this wire to vehicle chassis metal clear of all paint, primer, rust, and debris
- Install **RED** wire to vehicle 12V constant wire
- Install **GREEN** wire to vehicle ignition wire (measures 12 volts in crank and run/on position)
- Install **BLUE** wire to vehicle horn wire (when required by State)
- Install **ORANGE** wire to vehicle flashers or turn signals (when required by State)
- Install **PINK** wire to tachometer signal source (DISREGARD UNLESS INSTRUCTED OTHERWISE)
- Apply **SILVER** tamper seals to all connections where Intoxalock wiring meets vehicle wiring
- Mount the **DUAL BAND ANTENNA** to driver-side windshield mid-way up next to the A-pillar (eLERT ONLY)
- Mount the **CAMERA** to the passenger-side windshield mid-way up next to the A-pillar (eLERT ONLY)
- Test Intoxalock equipment to verify all is in proper working order by completing the install menu (eLERT ONLY), taking a breath test and starting vehicle. Once Intoxalock device has been installed the vehicle must NOT START without a VALID BREATH TEST. This is IMPERATIVE as it is a requirement in all states
- Install, removal, recalibration and switch documents can be emailed directly to Confirmations@Intoxalock.com



RAPID CONFIRMATION OF COMPLETED WORK ASSISTS IN PREVENTING COMPLIANCE ISSUE AND NEGATIVE RAMIFICATIONS FOR OUR MUTUAL CUSTOMERS. IT ALSO PREVENTS INTOXALOCK CONFIRMATIONS FROM REPEATEDLY CALLING FOR PAPERWORK THAT COULD HAVE BEEN TRANSMITTED TO INTOXALOCK UPON COMPLETION OF A JOB, BEFORE THE CUSTOMER LEFT THE FACILITY.

Chapter 4: Helpful ignition wiring information

We have recently seen an increase in service center issues regarding the ignition input wire (green wire for all Intoxalock devices). With newer cars more commonly using low-current ignition wiring, as well as vehicle data systems, we wanted to provide you with a simple guide to better identify a proper ignition wire PRIOR to connecting the Intoxalock to the vehicle.

Section 1 - Definition of an automotive “ignition circuit”

In a vehicle the Ignition wire is powered when the key is in the IGNITION/RUN and START positions. The ignition wire powers multiple circuits in the vehicle including:

- Ignition system (spark plugs, coil)
- Fuel delivery system (fuel pump, fuel injection computer).



ALL INTOXALOCK DEVICES REQUIRE A “TRUE” IGNITION POWER CONNECTION, NOT ACCESSORY.

Section 2 - The difference between ignition and accessory wires

An accessory wire will have power in the ACC position and when the vehicle is running, but will lose power when the key is in the start position in order to make more current available to the starter motor during crank. Be sure to use a true ignition wire, not accessory, or a retained accessory power (RAP) wire.

Section 3 - How to identify an proper ignition source

- 1) Using a digital multimeter - set it DCV or DC voltage (range of 12V or 20V is fine).
- 2) Attach the (-) probe of the meter to chassis ground. Ground point should be clear of all paint, rust, primer, and debris
- 3) Probe the wire you suspect of being the Ignition wire. The steering column harness, ignition switch harness, and fuse box are common locations to find this wire.
- 4) Turn the ignition key switch to the IGNITION/RUN position. If your meter reads (+)12V, go to the next step. If it doesn't, probe another wire.
- 5) Now turn the key to the start position. The wire should maintain (+)12V, generally not dropping below 10 volts during crank. If it drops close to, or all the way, to zero go back to Step 3. If it stays steady at (+)12V, you have found an Ignition wire.
- 6) Be sure that your connection to the Ignition wire is solid. If the wire is smaller than 16 gauge it is generally best to solder the connection instead of posi-lock or t-tap connections.

Section 4 - Common LED readout errors



IF THE GREEN IGNITION WIRE IS CONNECTED TO THE INCORRECT WIRE, OR DONE WITH A POOR CONNECTION, YOU MAY EXPERIENCE THE FOLLOWING ERRORS. IF YOU ENCOUNTER THESE YOU SHOULD INSPECT YOUR IGNITION CONNECTION IMMEDIATELY.

- “WARNING–RUN WIRE”
- “RW LOCKOUt”

Chapter 5: Tamper seal placement

All states require 'anti-tampering' measures to be in place on all ignition interlocks. Silver tamper seals are included with every installation. These seals have a special backing on them, that when removed, tiny squares will peel off and stay on whatever surface is was applied to. During the installation, these seals need to be placed on every wire connection where the Intoxalock wiring meets the vehicle wiring and around wiring connectors where they meet the Intoxalock relay.



DO NOT PLACE DIRECTLY ON THE HANDHELD OR RELAY! PLEASE INSPECT THESE SEALS EACH TIME THE CUSTOMER VISITS YOU. NOTIFY INTOXALOCK IMMEDIATELY IF ANY POTENTIAL TAMPERING IS NOTICED.

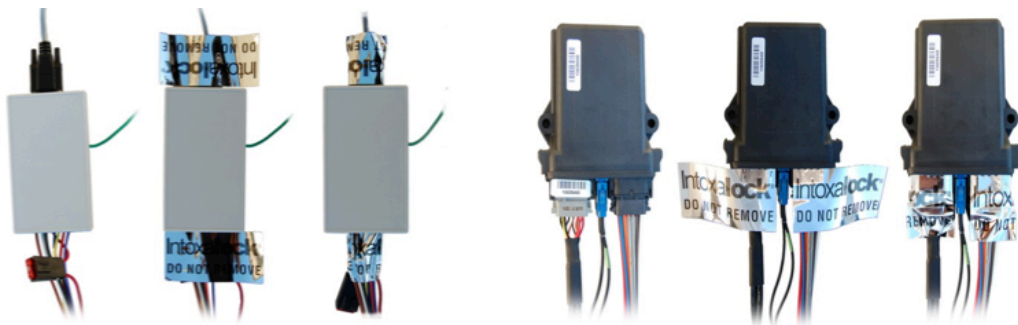
Each time a customer visits you after the installation, lockouts, recalibrations, repairs and even the de-installation, please take a few moments to do a quick visual inspection of the wiring and the tamper seals. If the seals are missing, or show squares where the backing has been removed, please notify Intoxalock for further instructions before continuing any work. If you have questions, please call (877) 327-9130.

Section 1 – Small tamper seals



POSI-LOCKS & CONNECTORS

Section 2 – Large tamper seals



LEGACY RELAY

ADVANCED WIRELESS RELAY

Chapter 6: Intoxalock Legacy (non camera)

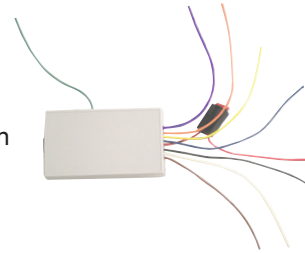
Section 1 – Installation kit

Each Intoxalock Legacy installation kit will contain the following:



INTOXALOCK HANDHELD
Pre-programmed for state requirements

LEGACY RELAY
4-9 wire harness depending on state requirement

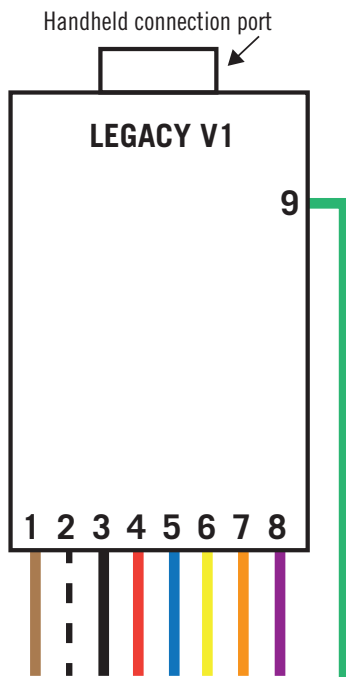


ACCESSORY KIT
Spare mouthpieces, tamper seals to be placed at all connections, posi-lock and posi-tap connectors with instructions, zip ties



Section 2 – Intoxalock Legacy relay diagram (non camera)

There are two versions of the Legacy relay. Both operate in a similar fashion, however version 2 has all terminal connections at the bottom of the relay and allows pin 9 to be utilized for either ignition or tachometer input depending on what is required.



Pin 1 - Brown	Starter input wire (Key side)
Pin 2 - White	Starter output wire (Starter side)
Pin 3 - Black	Ground input wire
Pin 4 - Red	12 volt constant power input wire
Pin 5 - Blue	Horn polarity input: fused +12v or ground

Pin 6 - Yellow	Horn honk output (Not all states require horn connection)
Pin 7 - Orange	Light flash output (Not all states require light flash connection. If State does require light flash connection, connect to supplied lighting diode harness. See installation diagrams pages 8-9)
Pin 8 - Violet	Light flash polarity input: fused +12v or ground
Pin 9 - Green	Ignition input wire (can also be pink in tachometer-required State)

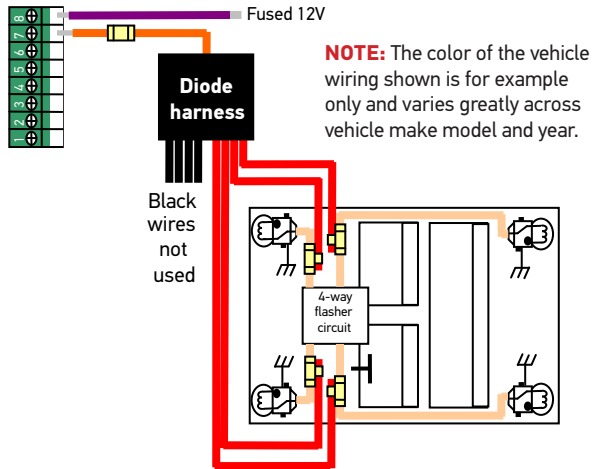
Section 3 – Legacy lights/flasher installation guide

6 possible options for install – A,B,C,D,E,F



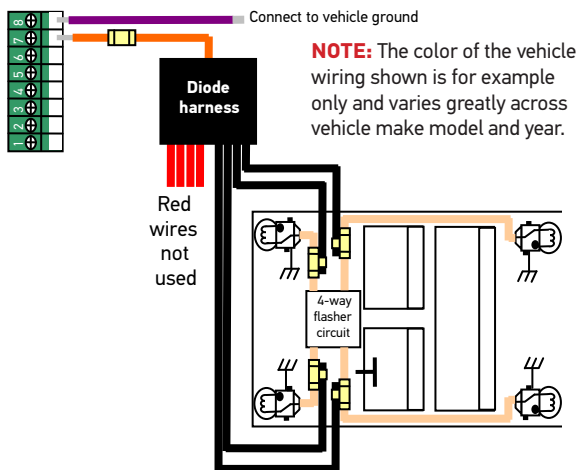
THE FOUR RED WIRES HAVE IDENTICAL FUNCTION TO ONE ANOTHER AND ARE INTERCHANGEABLE WITH ONE ANOTHER. THE SAME IS TRUE OF THE FOUR BLACK WIRES. WHEN FEWER THAN FOUR OF THE WIRES ARE USED IN A CONFIGURATION, THE CHOICE OF THE REMAINING WIRES TO USE FOR CONNECTION IS NOT IMPORTANT.

A. FOUR-WIRE POSITIVE TRIGGER



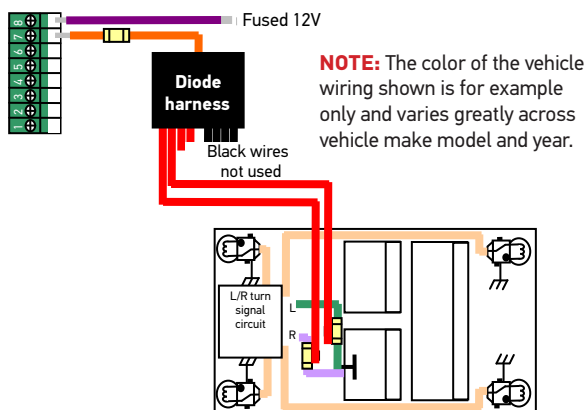
- Find the individual flasher/hazard lamp wires that share a common ground to the vehicle frame.
- These four separate wires must each be driven by 12V power.
- Violet wire on the relay (connection 8) will be the source of the power connect to fused 12V (20A) which must be ON whenever the ignition switch is in the RUN position. It may also be connected to a permanent (always on) source of power.
- Orange wire on the relay (connection 7) should be connected to the orange wire of the diode block.
- Four black wires are NOT used in this configuration and may be trimmed off as necessary for ease of installation.
- Four red wires of the diode harness “tap” into the four hazard lamp wires using the T-connectors provided.

B. FOUR-WIRE NEGATIVE TRIGGER



- This flasher install configuration is rare (on some imports) with lamp wires that share a common 12V connection.
- These four separate wires must each be driven to ground. Violet wire on the relay (connection 8) will be the source of the ground – so make a solid connection to vehicle ground.
- Orange wire on the relay (connection 7) should be connected to the orange wire of the diode block.
- Four red wires are NOT used in this configuration and may be trimmed off as necessary for ease of installation. Four black wires of the diode harness “tap” into the four hazard lamp wires using the T-connectors provided.

C. TWO-WIRE POSITIVE TRIGGER

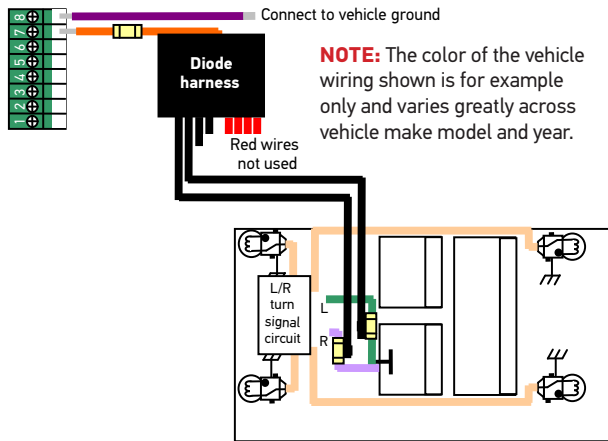


- Find the wires that control the vehicle’s L/R turn signal system. These are usually in the steering column of the vehicle near the turn signal switch or near the flasher relay. In this case the turn signal switch drives one of two lines with 12V power to activate the lamps.
- Violet wire on the relay box (connection 8) connects to 12V. Orange wire on the relay box (connection 7) connects to the orange wire of the diode block.
- Four black wires and two of the four red wires are NOT used in this configuration and may be trimmed off.
- Two red wires of the diode block “tap” into the L/R turn signal control wires using the T-connectors provided.



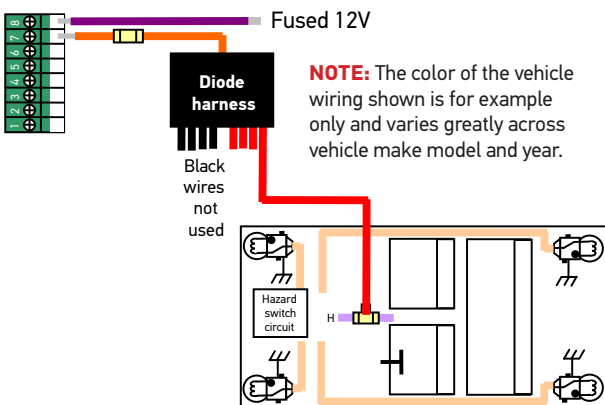
THE FOUR RED WIRES HAVE IDENTICAL FUNCTION TO ONE ANOTHER AND ARE INTERCHANGEABLE WITH ONE ANOTHER. THE SAME IS TRUE OF THE FOUR BLACK WIRES. WHEN FEWER THAN FOUR OF THE WIRES ARE USED IN A CONFIGURATION, THE CHOICE OF THE REMAINING WIRES TO USE FOR CONNECTION IS NOT IMPORTANT.

D. TWO-WIRE NEGATIVE TRIGGER



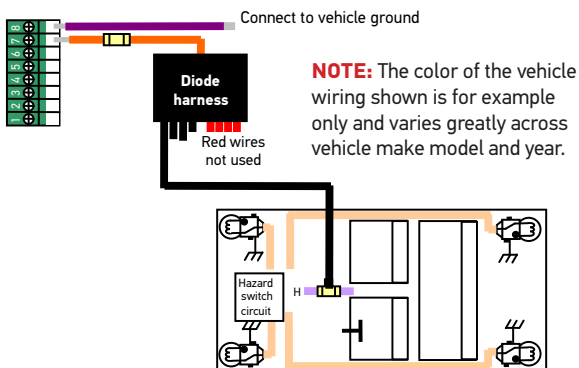
- Find the wires that control the vehicle's L/R turn signal system. These are usually in the steering column of the vehicle near the turn signal switch or near the flasher relay. Typically the turn signal switch drives one of two lines to ground to activate the lamps.
- Violet wire on the relay (connection 8) connects to ground.
- Orange wire on the relay (connection 7) connects to the orange wire of the diode harness.
- Four red wires and two of the four black wires are NOT used in this configuration and may be trimmed off.
- Two black wires of the diode harness "tap" into the L/R turn signal control wires using the T-connectors provided.

E. SINGLE-WIRE POSITIVE TRIGGER



- Find the single wire that controls the vehicle's hazard system. This is usually found at the hazard switch itself. In this case the hazard switch drives a wire to 12V power to activate the lamps.
- Violet wire on the relay (connection 8) connects to 12V. Orange wire on the relay (connection 7) connects to the orange wire of the diode harness.
- Four black wires and three of the four red wires are NOT used in this configuration and may be trimmed off. One red wire of the diode harness "tap" into the hazard control wire using the T-connector provided.

F. SINGLE-WIRE NEGATIVE TRIGGER



- Find the single wire that controls the vehicle's hazard system. This is usually found at the hazard switch itself. In this case the hazard switch drives a wire to ground to activate the lamps.
- Violet wire on the relay harness (connection 8) connects to ground.
- Orange wire on the relay (connection 7) connects to the orange wire of the diode harness.
- Four red wires and three of the four black wires are NOT used in this configuration and may be trimmed off.
- One black wire of the diode harness "tap" into the hazard control wire using a T-connector provided.

Chapter 7: Intoxalock eLERT (with camera)

Section 1 – Installation kit

The Intoxalock eLERT kit will contain either **Columbus (Gray relay) OR Cloud (Black relay)** depending on model of vehicle and corresponding wire harness and ignition wire. Each Intoxalock eLERT installation kit will contain the following:



DURING INSTALLATION THE HANDHELD CORD SHOULD BE RUN ON THE PASSENGER SIDE OF THE CENTER CONSOLE AND HANDHELD UNIT PLACED ON PASSENGER SEAT WHENEVER POSSIBLE TO PROVIDE EASY ACCESS FOR THE CUSTOMER, AS WELL AS HELP KEEP THE CORD AWAY FROM THE GAS AND BRAKE PEDALS.



INTOXALOCK HANDHELD
Pre-programmed for the state requirements.

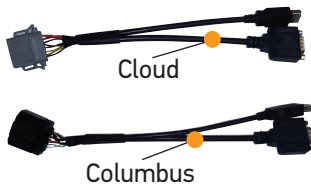


CAMERA
Mount to passenger side windshield a few inches above the dash or midway up the pillar.

Sample of proper mounting



CAUTION: CHECK USB CONNECTIONS FOR ORIENTATION BEFORE CONNECTING!

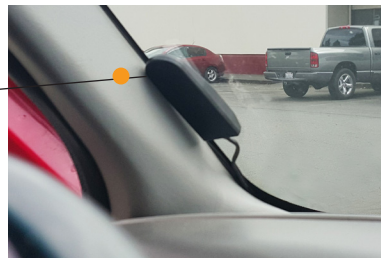


ACCESSORY WIRE HARNESS
Connect the handheld, camera, and antenna to this harness. The harness comes plugged into the advanced wireless relay.

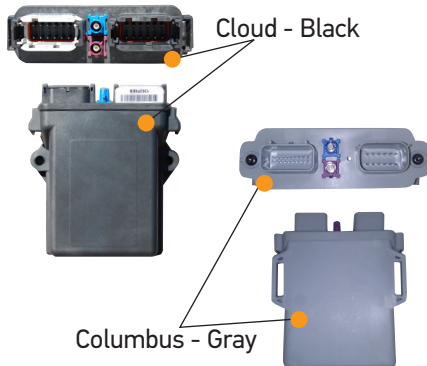


ANTENNA
Dual antenna for the GPS & cell. TX/RX side **MUST** be mounted facing UP. Mounts to driver side windshield (or dash if necessary).

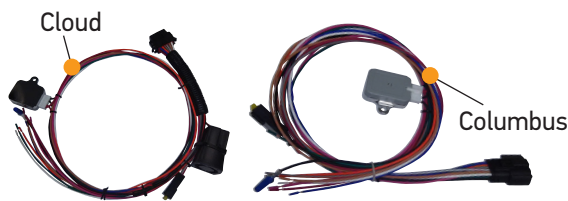
Sample of proper mounting



LIGHTING DIODE HARNESS
Only used when state requires vehicle light connection



ADVANCED RELAY
Pre-programmed for the state requirements. You will receive Cloud or Columbus depending on model of vehicle.



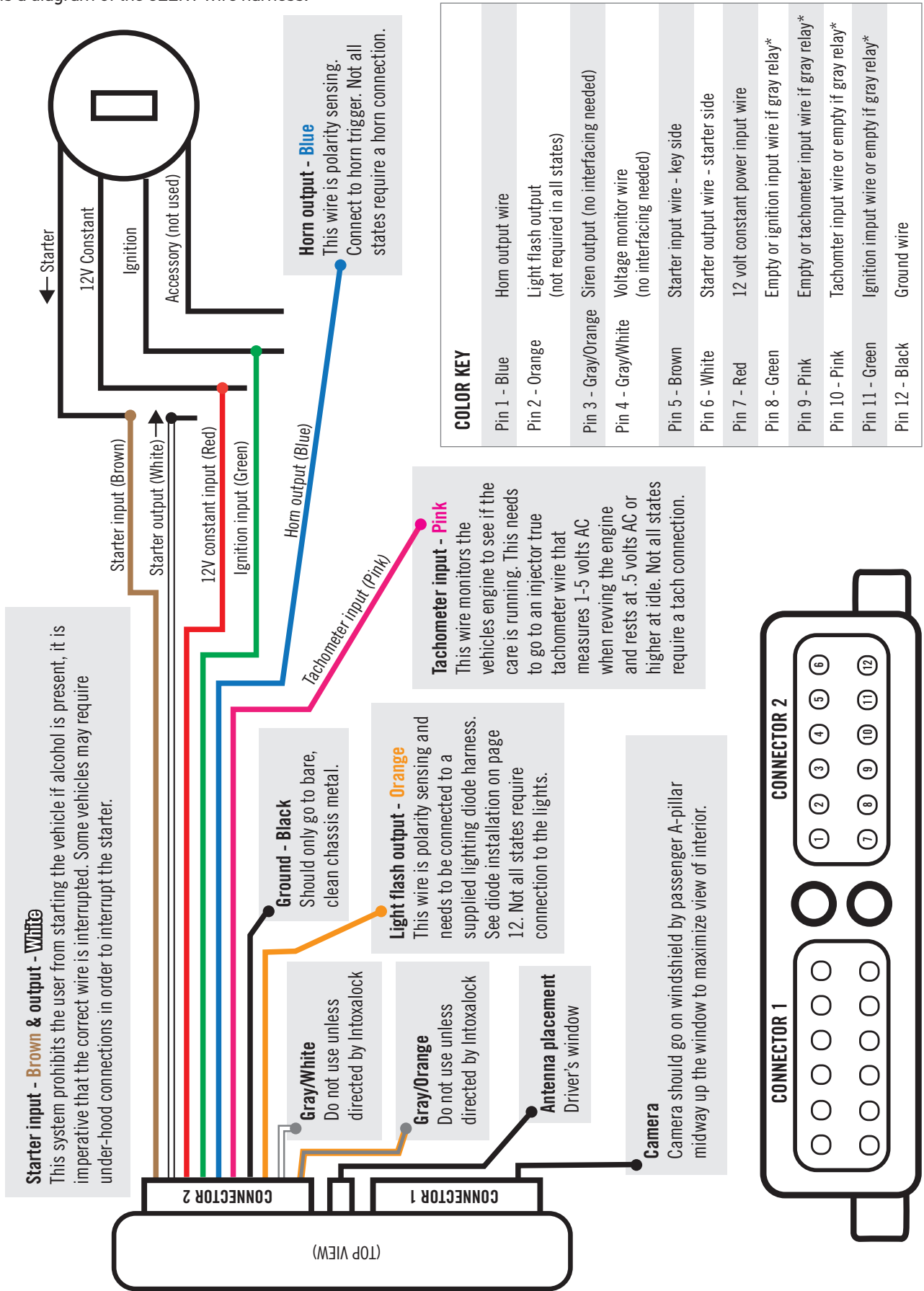
IGNITION WIRE HARNESS
The Cloud device includes a siren, the Columbus does not. If the siren is required by state, it is pre-wired into the wire harness. Simply mount the siren under the dash with the other system components.



ACCESSORY KIT
Spare mouthpieces, tamper seals to be placed at all connections, posi-lock and posi-tap connectors with instructions, zip ties.

Section 2 - Intoxalock eLERT relay diagram (with camera)

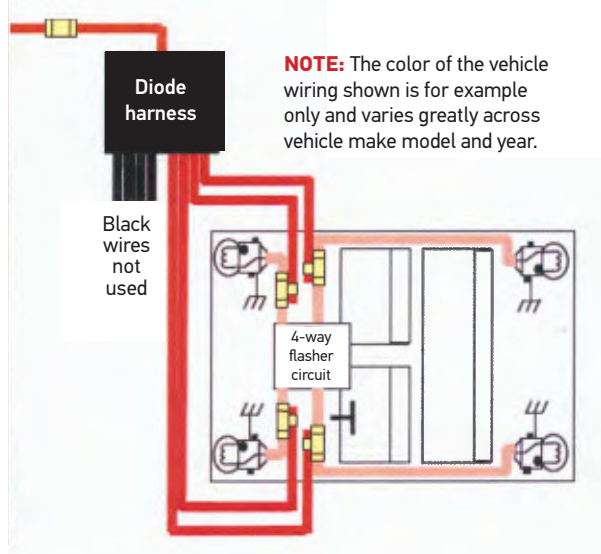
This is a diagram of the eLERT wire harness.



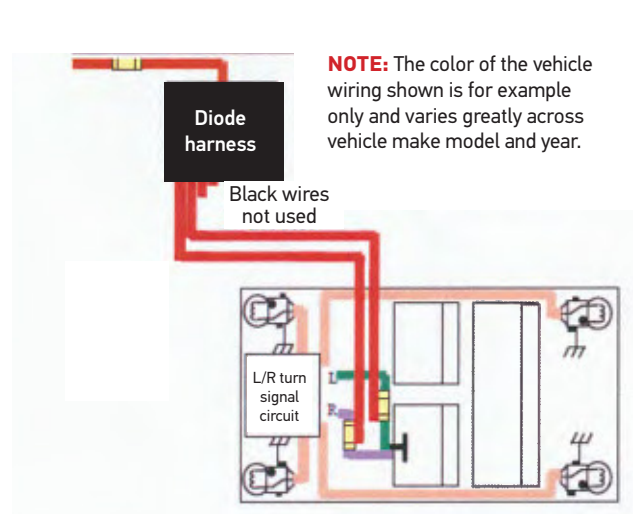
Section 3 - Intoxalock eLERT (with camera) lighting diode installation

Locate the 12v output wires to the turn signals on the vehicle and connect one red wire on the lighting diode harness to each of the 12v turn signal output wires. Then connect the orange wire on the lighting diode to the orange wire on the eLERT wire harness. The eLERT unit will sense polarity and sent 12v to the turn signals when needed. Black wires are not used.

4 WIRE APPLICATION



2 WIRE APPLICATION



Chapter 8: Install confirmation menu/LED commands

When the Intoxalock with advanced wireless technology has been installed, the technician will need to complete the following steps to confirm the installation and activate the device. Once this process has been completed, the handheld device will place a call to Intoxalock to upload the pertinent installation information and confirm the installation is complete.

Once installation is complete, the device will automatically enter the install confirmation menu. This menu does a quick checklist to ensure that everything is installed and functioning correctly prior to activating the Intoxalock device. To select each menu item, press and hold the activation button for at least one (1) second. A short chirp will sound to confirm the selection.

LED COMMANDS:

USER

- 1) Press and hold the activation button for at least one second.
- 2) The LED will scroll the assigned user's name. i.e. JOHN DOE.
- 3) Verify this is the correct customer with paperwork and then press and release the activation button.

SER NUM

- 1) Press and hold the activation button for at least one second.
- 2) The LED will scroll the serial number of the unit. i.e. 12EDB7
- 3) Verify with the paperwork that this is the unit that is assigned to this customer and press and release the activation button.

RUN WIRE

- 1) Press and hold the activation button for at least one second.
- 2) The LED will display the current state of the run wire. If the key is rocked forward, the display will read CAR ON. If the key is not in the ignition or in the ignition, but in the 'Off' position, the unit will display CAR OFF.
- 3) If this is correct, press and release the activation button, if not, please check the connection of the GREEN RUN WIRE.

BATTERY

- 1) Press and hold the activation button for at least one second.
- 2) The LED will scroll the current voltage of the battery. i.e. 12.1v
- 3) This must read at least 11.5v for the Intoxalock to function properly. If the voltage is below 11.5v, check the connection to power & ground. If the RED and Black wires are properly installed, check the battery. Once the unit reads a proper voltage, press and release the activation button.

SOUND

- 1) Press and hold the activation button for at least one second.
- 2) The siren should activate for a short period and the LED will display SOUND OK.
- 3) Press and release the activation button.

HORN

- 1) Press and hold the activation button for at least one second.
- 2) This will start a self-test. The vehicles horn should sound and the LED will display HORN OK. If the test is not successfully completed, the LED will display ERROR. Check the connection of the BLUE wire and repeat the test until successfully completed.
- 3) Press and release the activation button.

CELL

- 1) Press and hold the activation button for at least one second. The LED will display the signal strength.
2. Press and release the activation button.

SMS ***

- 1) Press and hold the activation button for at least one second.
- 2) This will start a self-test to ensure the proper installation of the cell antenna and could take up to a couple of minutes to complete. During the test, the LED will display SMS ***.
- 3) If the test is not successfully completed, the LED will display SMS ***. Move the vehicle outside and test again.
- 4) If the test was successfully completed, the LED will display SMS GOOD.
- 5) Press and release the activation button.

GPS ***

- 1) Press and hold the activation button for at least one second
- 2) This will start a self-test to ensure the proper installation of the GPS antenna and could take up to a couple of minutes to complete. During the test, the LED will display GPS ***.
- 3) If the test is not successfully completed, the LED will display GPS ***. Move the vehicle outside and test again.
- 4) If the test was successfully completed, the LED will display GPS GOOD.
- 5) Press and release the activation button.

CAMERA

- 1) Press and hold the activation button for at least one second.
- 2) This will start a self-test to ensure the camera hardware is wired correctly. This test does NOT ensure the viewing angle of the camera is correct. While the test is in progress, the LED will display CAM ***.
- 3) If the test is not successfully completed, the LED will display CAM ***. Move the vehicle outside and test again. This means the camera is not connected correctly or is disconnected. Inspect camera wire and connections.
- 4) If the test was successfully completed, the LED will display CAM GOOD.
- 5) Press and release the activation button.

STARTER

- 1) Press and hold the activation button for at least one second.
- 2) This will start a self-test checking for proper installation of the starter wire. The LED will display will display STRW OK if installed correctly. If the test is not successfully completed, the LED will display STRW ERROR. Check the connection of the starter wires and repeat the test until successfully completed.
- 3) Press and release the activation button.

EXIT

- 1) Press and hold the activation button for at least one second.
- 2) The LED will display EXIT? OK
- 3) Press and hold the activation button. The LED will scroll INSTALLATION COMPLETE.

Chapter 9: How to train a customer

Once the installation is complete, the technician has tested system, and the vehicle is back together, have the customer sit in the driver's seat. Key should not be in the key cylinder at this point.

- The customer will press the button on the handheld unit, then teach the customer the breathing sequence:
 - Exhale for 3-4 seconds
 - Immediately inhale for 2-3 seconds (do not pause between in and out breathes)
 - Exhale until system stops beeping and shows BrAC (generally 3-4 seconds)
- The system will provide a 2-3 minute countdown to start the vehicle (depends on state regulations). Have the customer start the vehicle during this countdown.
- Stay with the customer in the running vehicle until it asks for the first rolling retest (generally 4-8 minutes depending on state regulations). Have the customer perform the retest sample. This is VERY important to ensure that the customer understands what to expect for the retest!
- Explain to the customer the time period in which the system will ask for additional retests (differs by state).
- Have the customer turn the car off and show them the 2-3 minute restart countdown (depending on state regulations). Explain that they may restart the vehicle within that time without an additional breath sample. Stress they must see that count down start before exiting the vehicle.

Chapter 10: Recalibration checklist

- Visually inspect the equipment to make sure all tamper seals are installed and not broken, all wires are in place and there is no evidence of tampering
- Unplug old handheld and verify that the LED display on the handheld is blank
- Try to start the vehicle
- If the vehicle starts, contact Intoxalock IMMEDIATELY
- If the vehicle does not start, continue recalibration process
- Install new handheld device
- Test new device to ensure it is working correctly before returning vehicle to customer then be sure to turn the vehicle off before delivering vehicle back to the customer.
- Apply new tamper seals as needed
- Return old handheld via provided return label within 3 business days

Chapter 11: De-installation checklist

You must have the appropriate paperwork from Intoxalock to remove a customer's equipment. If a customer requests a removal without proper paperwork, please refer the customer to call the existing customer number at (877) 777-5020 or you may call technical support (STAN) at (877) 327-9130 on their behalf. You can also call STAN if you are missing any paperwork.



YOU MUST NOT REMOVE AN INTOXALOCK DEVICE WITHOUT A WORK ORDER FROM INTOXALOCK.



PLEASE DO NOT SHARE THE TECHNICAL SUPPORT NUMBER (STAN) WITH THE CUSTOMER.

- The customer contacts Intoxalock to schedule their de-installation.
- Intoxalock will verify the customer is eligible for removal.
- Intoxalock will contact the service center to schedule the appointment and fax/email the paperwork.
- When the customer comes in, remove all equipment.
- Remove all wires and restore vehicle wires back to original condition.
- Once hardware is removed place all equipment in a box and send back to Intoxalock with provided return shipping label within 3 business days.
- The service center is responsible to collect payment from the customer unless otherwise specified on Intoxalock paperwork .
- Please send a copy of the work order for all completed work to Confirmations@Intoxalock .com.

Chapter 12: Contact Intoxalock

Technical support (STAN)

(877) 327-9130
7am to 8pm, Mon–Fri
7am to 5pm, Sat (CST)
STAN@Intoxalock.com

Billing/invoice submission

SCBilling@Intoxalock.com

Service Center support

ServiceCenter@Intoxalock.com

Confirmations

Confirmations@Intoxalock.com

Address

Intoxalock/Consumer Safety Technology, LLC
11035 Aurora Ave
Des Moines, IA 50325

Marketing materials

PartnershipPerks@Intoxalock.com

Existing customers: (877) 777-5020, 24/7

Thank you again for partnering with Intoxalock. We will strive to not only meet, but to surpass your expectations with our service.

Intoxalock[®]
Helping people to live and drive responsibly

www.Intoxalock.com



Last revised 6/24/16