



ALCOHOL INTERLOCK USER MANUAL

Helping you get back on the road



0800 002 182
info@smg.nz

smartstartinterlocks.co.nz



Your monthly service is due every month on the same day your interlock was installed. You have a six-day grace period either side of this date to get your interlock in for its service.

Date my interlock was installed:

Add your local service centre information here:

Address	
Phone	
Hours	

Please note:

Some service centres require bookings for monthly services. Please check with your service centre.

Smart Start Interlocks User Manual
Version 2.1
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Welcome to Smart Start Interlocks

Thank you for choosing us.

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

We're a team of Kiwis selected by the NZ Transport Agency to provide alcohol interlocks nationwide. We offer friendly, prompt service, and are here to help you get your normal licence back.

We're supported by an extensive network of service centres throughout the country who provide friendly, helpful and quality service.

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

For support, call us on

0800 002 182



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1. The Alcohol Interlock

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

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

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



1.1 Handset Shortcuts

- #1 Service appointment time and date
- #2 Ignition and battery voltage
- #5 Creates a call code for an unlock code
- #0 To enter the unlock code
- #9 Head and relay serial numbers

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

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

1.2 Parts of the Interlock

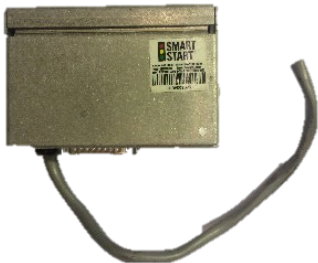
Head Unit

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



Relay

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



Curly Cord

The curly cord connects the head unit to the relay.



Mouthpiece

Mouthpieces are attached to the head unit.



1.3 Caring for the Interlock

Device Care

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

You are responsible for any damage to the interlock.

Hygiene

We recommend cleaning your mouthpiece with boiling water. Ensure the mouthpiece is completely dry before re-inserting into the device. The use of cleaning wipes may affect your breath sample when taking a test due to alcohol products in the wipes.

Tampering and Misuse

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



2. Preparation

2.1 Preparing for a Test

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



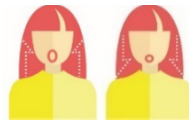
To power up the interlock, turn on your engine ignition. This is the position where all the dash lights and accessories come on.

2.2 Clearing Contaminants

If you've had anything to eat, drink, smoke or chew within 15 minutes prior to taking a breath test, rinse your mouth with water before attempting a test. This will avoid causing a 'contaminant' alcohol reading and logging a violation.



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



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

2.3 Contaminants

The following items may cause an alcohol reading when you blow into the interlock (not a complete list):



Mouthwash



Pizza



Kombucha/Fermented drinks



Vape/Cigarette



Medicines



Hand Santiser



Perfume/Deodorant



Paint/Solvent fumes



Inhalers

Important note: any foods or drinks can cause contaminant alcohol readings. Ensure to rinse your mouth with water if you've had anything to eat, drink, smoke or chew just prior to taking a test.



3. Use of the Interlock

3.1 Start-up Procedure

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

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

PASS

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

WARN

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

We recommend not driving your vehicle until you are sure you have no alcohol in your system.

VIOLATION

A **VIOLATION** occurs when the alcohol detected is above 0.020 BAC. The interlock will enter a 5-minute lockout countdown and you will need to take the test again. Each subsequent violation will result in a 30-minute lockout countdown.

ABORT

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

3.2 Taking a Test



1. To take a test, blow and hum the word 'who' into the mouthpiece.
2. Stop blowing when the long beep tone stops.
3. As the interlock analyses the breath sample, the screen will display **ANALYZING**.

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

3.3 Rolling Re-tests

You will be requested to complete rolling re-tests while the engine is running, even if the vehicle isn't moving. The interlock will ask for a rolling re-test by indicating **BLOW** in the display and a 5-minute countdown timer. It'll also beep regularly until the test is taken. The first re-test typically happens 10-15 minutes after the engine is started.

VIOLCK@#d:##

You have 5 minutes to perform the rolling re-test. We recommend you pull over to do this, however you can complete the test while driving. If you fail to pass the re-test, the interlock will show **MISSED TEST**. This will put interlock into a 6-day violation countdown.

Failure to pass a rolling re-test will result in a violation, and the interlock will need to be serviced within 6 days.

- Ⓢ DO NOT turn off your vehicle without taking the rolling re-test. Take every test that the interlock asks for.
- Ⓢ Missed re-tests are logged on the interlock record and may result in an extension of the interlock sentence.

3.4 Monthly Service



Each month your vehicle must be taken to a service centre for servicing and to have the data downloaded. This takes around 10 minutes. **Some service centres require bookings.**

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

3.5 Violations

VIOLATION

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

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

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

3.6 Lockouts

The interlock will lock out and not allow you to take a test as a result of the following events:

5-Minute Lockout

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

If the interlock has detected alcohol and you haven't been drinking alcohol, it's important to retake the test after 5 minutes, to prove it's a contaminant.

30-Minute Lockout

Causes	<ul style="list-style-type: none">⊗ blowing a consecutive alcohol reading into your interlock
What to Do	<ul style="list-style-type: none">⊙ leave your key in the ignition and turned on for the full 30 minutes to clear the lockout

If you have been drinking alcohol in the past 24 hours, we advise you to leave your vehicle and try again later when your alcohol level is back to zero.

Service Lockout (LOCKOUT SRVC)

This shows on the screen as **SRVC LCK** with a countdown. This is the number of days or hours you have remaining before the interlock locks out due to missing a monthly service.

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

Violation Lockout (LOCKOUT VIOL)

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



4. Troubleshooting

4.1 Abort Messages

If your blowing technique does not satisfy the test requirements, the interlock will show one of the following error messages:

Blow Longer

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

Hum Stronger

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

Blow Softer

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

Don't Inhale

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

Abort Tamper

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

Abort Pump

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

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

4.2 Service Messages

APPT ##:##

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

SRVC LCK @##d or ##h

This message shows the days and hours remaining until the interlock will lock out due to missing a monthly service. Take the vehicle in for a service **before** this reaches 0.00.

See LOCKOUT SRVC below

LOCKOUT SRVC

The interlock is in full lockout due to missing a monthly service. You'll need to call Smart Start on 0800 002 182 to obtain an unlock code. The unlock code incurs an additional cost and will only be given once. The unlock code will temporarily unlock the interlock for 6 hours. You must still take and pass a breath test after the unlock code is provided.

See Service Lockout on page 15

VIOL LCK ##d or ##h

There's been a violation caused on the interlock, and you'll need to take the vehicle back to the service centre before the countdown ends.

4.3 Other Messages

RESTART ##:##

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

e.g., RESTART 3:00

BLOW ##:##

The interlock requires a test within the stated timeframe.

e.g., BLOW 05:00

4.4 Towing, Mechanical Servicing and Repairs

Towing Your Vehicle

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

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

WOF and Servicing

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

The interlock client is responsible for all data recorded by the interlock, so it is essential that anyone who uses the vehicle

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

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

Ask the mechanic to send an email to aid@nzta.govt.nz, outlining the time that the car was in their possession (including the approximate times that the vehicle was dropped off and picked up), and the vehicle's registration.

Jump-Starting the Vehicle

If your battery has gone flat you can still jump start the vehicle. You'll need to unplug the interlock head unit, attach the jumper leads, plug the interlock back in and proceed with taking a test and starting the engine as normal.

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

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



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



5. Removal

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

www.smartstartinterlocks.co.nz/frequently-asked-questions

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



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

Important!

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

Your 13th service must be at least 12 months after installation of the interlock. On or after that day, call the NZ Transport Agency on 0800 822 422 to apply for your zero-alcohol licence.

Once authorisation from the NZ Transport Agency comes through, you can go to a licencing agency to obtain your new zero-alcohol licence. Once you've got your zero-alcohol licence, call Smart Start to book a removal.



6. Frequently Asked Questions

Can someone else drive my vehicle?

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

Can the interlock turn off my engine?

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

My interlock screen is saying LOCK #DAYS, what do I do?

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

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

What if I leave the country?

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

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

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

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

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

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

If the interlock is reading **SRVC LCK @0d:00** you've already missed the 6-day window around your service date, you'll need to call Smart Start on 0800 002 182 to obtain an unlock code. This unlock code will only last 6 hours, allowing you to drive your vehicle to the closest service centre.

See Monthly Service on page 13

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

You can call us on 0800 002 182 and leave a *detailed* message which we'll be notified of.

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

We will deal with messages in order of priority, if we consider it urgent, we will get back to you right away, otherwise we'll call back on the next business day.

When can I get an unlock code?

Unlock codes will only be given out Monday to Friday 7am - 5pm. We don't provide unlock codes after hours or on weekends.

Can I change my interlock to a different vehicle?

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

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

Will the device drain my car's battery?

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

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

Yes. You should always check your interlock before you turn off your vehicle.

- Ensure the interlock is displaying RESTART with a countdown before exiting the vehicle. This indicates it has detected the engine stopping, and it won't call for further rolling retests.
- If the interlock is asking for a rolling retest, you must take it to avoid a missed test violation, even if the engine isn't running.

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

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

My interlock is frozen, what do I do?

1. Turn the vehicle off.
2. Gently roll the rubber seal down from the bottom of the head unit.
3. Unplug the curly cord from the head unit, ensure the screen goes blank. Don't leave it unplugged for longer than a minute.
4. Plug the curly cord back into the head unit, ensuring the clip is facing the back of the head unit.
5. Turn the key on and try again.



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

Smart Start Service Centres

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

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



If you're out of town when your monthly service is due, you can pop in to any of our other service centres. Some service centres will require bookings.

Notes

Record dates and note down any events that occur with your interlock. That way you'll have a record of them for the NZ Transport Agency when exiting the programme.

Date	Event



Visit our YouTube channel for more interlock helpful hints.

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