

monitech

Ignition Interlock Systems

QuicTest QT-1L



North Carolina User Manual

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Section 1 **IMPORTANT INFORMATION for the QuicTest BAID**

The QuicTest Breath Alcohol Ignition Interlock Device offers state-of-the-art alcohol measuring and driver interaction, however, the use of this device does not guarantee the driver's ability to safely operate a motor vehicle. Under no circumstances should you attempt to drive if you have been consuming alcohol. This not only puts you and other driver's at risk, but may violate the terms of your Interlock Program, subjecting you to additional fines and / or the loss of your license. Please read and understand the following important information:

- **DO NOT ATTEMPT TO OPEN OR TAMPER WITH ANY PART OF THE DEVICE.** There are no user serviceable parts in your Interlock unit. Doing so may disable your vehicle, and WILL be a violation of your program, resulting in additional fees and / or the loss of your license.
- **YOU WILL BE CHARGED FOR ANY DAMAGE TO THE INTERLOCK CAUSED BY CIGARETTE SMOKE OR OTHER FOREIGN SUBSTANCES BLOWN, SPRAYED, Poured, OR SPILLED INTO THE UNIT.** An accurate breath test requires a clean mouth cavity (no eating, drinking, etc.) for *at least five minutes* prior to delivering a sample. Remember to remove gum, candy, smokeless tobacco, and any food, etc., from your mouth and to clear your lungs / mouth of any cigarette smoke or other fumes **before taking the test.** The QuicTest Interlock will not fail you for substances other than alcohol, but other substances (especially cigarette smoke) can damage the Interlock.
- Do not attempt to introduce anything other than clean human breath into the device. Introduction of any other sample will result in an Invalid Sample, and abort the test, and prevent your vehicle from starting.
- Do not attempt to abuse or mistreat the device in any way. Such activity may be detected and recorded, and may result in service charges, fines or loss of license.
- Do not attempt to circumvent the device by starting the vehicle in any manner other than the normal ignition method. Do not attempt to remove or modify any wiring or other equipment installed as part of the device installation. Doing so may result in service charges, fines, loss of license, damage to the vehicle or electrical shock.
- No person is allowed to take a Breath Test other than the person intending to drive the vehicle. Attempting to instruct and/or allow any person underage or without a valid driver's license to perform the Ignition Interlock Testing Procedure is a direct violation of Program rules and may result in license revocation.
- As always, you should buckle your seat belt and be an alert and courteous driver at all times. The life you save may be yours, or the life of someone you love.

Section 2 QuicTest Glossary of Terms

Alarm or Alarm Mode – Alarm Mode occurs due to a failed or missed running test, or other violations such as an unauthorized vehicle start. If the unit enters Alarm Mode, the unit will instruct you to safely pull off the road and turn off your vehicle. Depending on your state's Interlock Program requirements, during this time, the horn, or a siren may sound, and the vehicle hazard lights or headlights may flash. The only way to stop this is to turn off your vehicle.

Appointment Check – This feature allows the user to check the date of their next regularly scheduled Monitor Appointment (This is the appointment made at the last Service Center visit). Changes to your appointment made over the phone, or appointments required due to a recall are NOT visible when using this feature.

Arrival (Destination) Test – A Breath Test that may be required when you turn your vehicle off.

Aggressive Mode – If your Breath Tests (Start or Running) result in alcohol levels in the Warn or Fail range, the frequency of Running Tests you will be required to take will increase for a period of time.

Breath Alcohol Ignition Interlock Device (BAIID) – A device that prevents a vehicle from starting based on a Breath Alcohol Sample.

Breath Alcohol (BrAC) – The level of alcohol present in a deep lung (alveolar) breath sample.

Data Logging – The recording of all unit, user and vehicle events into the unit memory.

Diminished Lung Capacity – Some Interlock users may have difficulty blowing into the Interlock due to a legitimate medical condition such as asthma or emphysema. *If this condition applies to you, and your State Agency allows this feature, your Service Provider can adjust the Interlock to meet your specific diminished lung capacity. See your state Department of Motor Vehicles or your Service Provider for more information.*

Fail – A Breath Test result that is equal to or greater than the Fail Level set by your State Agency.

High Fail – A Breath Test result that meets or exceeds the definition of a High Fail as set by your State Agency.

Hum Tone – As an anti-circumvention measure, you are required to hum while you blow into the device for all breath tests. You will be trained on how to do this when your Interlock is installed.

Invalid Sample – Any sample that is blown into the unit that is not direct, unaltered human breath is an Invalid Sample.

Mouth Contamination – Any alcohol that may be present in the mouth only, due to very recent use of mouthwash, cough medicine or a sip of an alcoholic beverage. This is normally gone within 5 minutes of use.

Override (BYPASS) Code – This is a single use code that your Service Provider may use to unlock your device and allow you to take a breath test and operate your vehicle for a limited time, in the event that your unit has gone into Permanent Lockout due to a missed appointment caused by extreme circumstance. This may be used for situations such as severe weather, serious illness, hospitalization, etc. This also applies to lockouts or pending lockouts caused by program violations or device malfunctions. Anytime your unit is in Permanent Lockout, call your Service Provider.

Pass – A Breath Test result lower than the Warn level set by your State Agency.

Pending Service Date Notification – As the Scheduled Service Appointment approaches, the unit will notify the user each time the unit “wakes up”. Also – if the unit is in recall, the unit will notify the user that service is required in the next “X” (number of) days before lockout occurs, so that an urgent Service Appointment can be made.

Permanent Lockout – A condition that does not allow vehicle Start at any time, for any reason. This could be the result of a missed Service Appointment, tampering with the unit, or unit malfunction. ***If the unit is in Permanent Lockout – you must call your Service Provider.***

PIN – A Personal Identification Number, assigned randomly, that must be entered to operate the unit. *See your Service Provider for more details.*

Program Violation – Any event that is a violation of your Interlock Agreement. This may include Breath Test failures, tampering with the unit, attempting to alter or circumvent the installation of the unit, driving during restricted drive times (if applicable), ignoring required tests (such as a Required Retest or Running Test), or other actions specific to your agreement with the State Agency and your Service Provider.

Recall – A requirement to bring your vehicle back to your Interlock Provider’s Service Center within a limited number of days for servicing of the unit. This is generated by a pending Monitor Appointment, a program violation, unit malfunction, or suspected tampering or abuse of the unit.

Required (Mandatory) Retest – This is a required, (mandatory), breath test that the user will be instructed to take, in the event that an initial Start Test resulted in a fail. The initial Start test fail will result in a 5 minute lockout. When this lockout expires, the user has 5 additional minutes to take this required test. This test is required even if the user chooses not to drive the vehicle. A failed or ignored required retest will result in a program violation.

Running Test – A Breath Test required at random time intervals while the vehicle is being driven. This can be taken as you drive, or you may pull off the road in a safe place and take it while the engine is running. You will have 5 minutes to take this test. Failing or missing a Running Test is a program violation.

Service Mode – This allows your vehicle to be serviced by a certified mechanic when your vehicle requires automotive (not Interlock) service. It provides the mechanic with a means to

diagnose and operate the vehicle for a very limited amount of time without having to un-install the device, or take a Breath Test. It requires a phone call from the mechanic to your Service Provider.

Siren – This is the Alarm Siren that may have been included in your Interlock System installation.

Stall Protection – A short period of 2 minutes after the engine is turned off for any reason (including engine stall), during which time an immediate restart is available (without the need to take a Start Test) to ensure the driver is able to quickly move from an unsafe location (i.e. railroad tracks, a busy intersection, etc.) in the event of an engine stall. **WARNING: This function is not available if the motor turns off during a Running Test Request.**

Starts Test – The Breath Test taken to allow you to start your vehicle.

Temporary Lockout – A short period of time, typically 5 or 45 minutes, when vehicle Start is not permitted. This occurs after a failed Start Test. The first failure will normally result in a 5 minute lockout. If the next test is also a failure, the next lockout will be for 45 minutes.

Visual Alert Device (VAD) – This is a small flashing light that can be installed (as an option) on the vehicle dashboard for hearing impaired users. This will alert the user (who may not hear the audible prompts and messages) that new information (text) is being displayed on the unit's LCD display that requires their attention when they can safely do so. Your Service Provider may also offer this (for a fee), if you feel you need it due to a high level of vehicle or road noise.

Warn – A Breath Test result equal to or greater than the Warn Level set by your State Agency, but below the Fail Level.

Warning – Any caution message the device issues due to a user error or upcoming violation. These include the detection of a level of Breath Alcohol below your set Fail Level, accidentally trying to start your vehicle before taking a test, driving your vehicle close to a restricted drive time (if applicable) and a variety of other events.

Section 3 QuicTest Sample Head Overview



Figure 2-1 Sample Head – Front View

1. Display Window
2. Mouth Piece Port
3. Disposable Mouth Piece
4. Left (Back, <<<) Button
5. Right (Next, >>>) Button
6. Detachable Coil Cord Connector
7. Speaker Ports



Figure 2-2 Sample Head – Back View

1. Trigger Button
2. Serial Number
3. Mounting Clip

Section 4 QuicTest User Menu

Unit Wake Up

Under normal circumstances when there is no activity, the unit will go to “sleep” within 3 to 6 minutes. This is indicated by an asterisk (*) that slowly moves across the display. To wake the unit up you may either pick it up and move it, or press any button. The unit will wake up and say “*QuicTest by Monitech*”. A brief stand by period (countdown) may begin, depending on how long the unit has been asleep and the device temperature. During this time the unit is verifying that it is functioning properly and warming up. At the end of the standby period, the LCD will display “START TEST” unless there are lockouts, recalls, or other service needs. These will be addressed in a later section.

Redundant Buttons

In the event that any of the 3 buttons used to operate the unit becomes inoperable, the remaining buttons will assume that function, as follows:

- If the LEFT button is not working, use the RIGHT button to scroll all the way around.
- If the RIGHT button is not working, use the LEFT button to scroll all the way around.
- If the TRIGGER is not working at any time, press BOTH the LEFT AND RIGHT buttons at the same time for TRIGGER functionality.

Personal Identification Number (PIN)

When the unit was installed, you may have been issued a 4 digit PIN. The purpose of this number is to ensure only you or persons that you intend are able to operate the unit. Before taking any Standing Breath Alcohol BrAC Test you may be asked to enter your PIN. Depending on how your unit is configured, you may also be asked to enter your PIN when the unit wakes up. *(PINS are required by some states, and optional in others. Your Interlock Provider will provide additional details on this if it is applicable for your program)*

To enter your PIN, use the BACK or NEXT buttons to scroll to the desired digit, and then press the TRIGGER to enter that digit. Repeat for each of the next 3 digits.

Menu Mode

After the unit has woke up and played any recall messages or other notifications, the display will read "START TEST". At this point the unit is in MENU MODE, and any of the following functions described below are available by using the BACK, NEXT and TRIGGER buttons.

START TEST

This menu option is used to take the test that allows the user to start the vehicle. To take this test, press the TRIGGER *(See Section 6 for further instructions)*.

ADJUST VOLUME

This function allows the user to adjust the audio volume when the vehicle is NOT RUNNING. To adjust the volume, press the TRIGGER from this option, and then use the LEFT (DOWN) and RIGHT (UP) buttons until the desired volume level is achieved, and then press the TRIGGER to set the volume to that level.

SELECT LANGUAGE

This function allows the user to select the language that will be displayed in the text and played for the audio. To select another language, press the TRIGGER from this option, and use the LEFT (BACK) and RIGHT (NEXT) buttons until the desired language is displayed. This unit offers English and Spanish. When the desired language is displayed press the TRIGGER to set the language.

REMOVE UNIT

This option allows the user to remove the Sample Head from the vehicle. In most cases, this is not preferred or recommended, except in rare instances. This may be done for the following reasons:

- To prevent theft.
- To protect your vehicle battery during long periods of inactivity (beyond 5 days), such as a vacation for several weeks.

To remove the Sample Head, press the TRIGGER from this option, and then remove the unit when instructed. **DO THIS BY GRASPING THE KNURLED PART OF THE CONNECTOR BARREL ONLY, AND PULL IT STRAIGHT BACK UNTIL THE CONNECTOR RELEASES. MAKE CERTAIN THAT YOUR PROVIDER HAS DEMONSTRATED THIS TO YOU DURING YOUR INSTALLATION APPOINTMENT.** When you reconnect the unit, it may require a short amount of time to re-establish communication, do a system check and warm up. It may display INITIALIZING or STANDBY. When you see the asterisk (*) scroll across the bottom of the screen, you may wake the unit up and proceed.

NOTE: THE QUICTEST MAY BE CONNECTED TO A SIREN UNDER THE HOOD, OR YOUR VEHICLE'S HORN. AS AN ANTI-THEFT MEASURE, IF THE SAMPLE HEAD IS REMOVED WITHOUT SELECTING THIS OPTION, THE VEHICLE SIREN WILL SOUND.

SERVICE MODE

This option is used if the vehicle requires automotive (non-Interlock) service by a mechanic. To use this function, instruct the mechanic to call Monitech and to ask the operator for QuicTest Support.

OVERRIDE MODE

In the event that the unit is in PERMANENT LOCKOUT, due to a malfunction, missed Monitor Appointment, or violation recall, it may be possible to have the Service Provider Office issue a code that will override the lockout, and allow you to take a breath test and drive for a limited amount of time until you can get to a Service Center. To use this option, call your Interlock Service Provider, and ask the operator for QuicTest Support. **Unless warranted, this service may require additional charges.**

APPOINTMENT CHECK

This allows the user to check the date of the next scheduled Monitor Appointment. To check your appointment date, press the TRIGGER from this option. Your next appointment date will be displayed for a few seconds, and then return to the Menu Mode. (This is the appointment made at the last Service Center visit. Changes to your appointment made over the phone, or appointments required due to a recall are NOT visible when using this feature).

SYSTEM INFO

This function will display the Serial Number and Firmware level of your QuicTest Sample Head and Control Module as well as the system date and time.

Section 5 Taking a Breath Test with QuicTest

The following instructions apply for any of the required tests: START, REQUIRED RETEST, RUNNING, or ARRIVAL.

1. Before taking a Breath Test, make sure that your mouth is completely empty, and has had nothing other than water in it for at least the last 5 minutes. If needed, rinse your mouth with water to remove any other substances. Taking a Breath Test with food, beverage or smoke residue may impact the results or damage the unit, and possibly delay starting your vehicle or arriving at your destination. Make sure that you have a Monitech Disposable Mouthpiece inserted into the Mouthpiece Port, as shown in Figure 2-1.
2. When instructed by the device, press and hold the TRIGGER, take a deep breath, blow and hum into the mouthpiece. Continue to hum while blowing until you hear a “Pop!” and “THANK YOU”, then immediately stop blowing and release the TRIGGER.

If you stop blowing and / or humming before the “Pop”, or take your finger off the TRIGGER before the “Pop”, the test will abort and you will have to try again when instructed by the unit. After the unit resets itself, another test may be taken.

If you were blowing too hard or too soft, follow the instructions given and try again when instructed by the device. You may need to wait a moment or two for the unit to reset.

If the unit indicates *INVALID SAMPLE*, the unit may have been exposed to something other than a human breath, and has aborted the test. After the unit resets another test may be taken. Keep in mind that blowing anything other than human breath into the device will result in an Invalid Sample, and abort the test, preventing your vehicle from starting.

NOTE: If you are blowing a sample on a day when the outside temperature is cold, it is recommended that you hold the disposable mouthpiece in your hand for a moment, or blow through it without it being inserted into the unit, to warm it up. It is possible for a cold mouthpiece to cause an Invalid Sample.

3. If you have successfully completed the blow, the unit will display “ANALYZING”, and then will indicate the results of the test, in terms of a *PASS*, *WARN* or *FAIL*, with further instructions, depending on the specific test you are taking.

Section 6 Starting Your Vehicle with QuicTest

This section describes how to start your vehicle. Please refer to Section 5 for instructions on how to take a BREATH TEST before reading this section.

WARNING: In many states, you can be arrested and convicted of DWI even though you might pass the Ignition Interlock test with a level of alcohol in your body that is normally not prohibitive. This is especially true if you are involved in a traffic accident or stopped for driving or other vehicular violations. Even a small amount of alcohol causes impairment in decision-making and coordination activities, especially driving.

Ultimately, it is your choice whether to drive after drinking alcohol. The Ignition Interlock does not relieve you of the legal responsibilities related to driving after drinking any amount of alcohol and cannot be used as a legal defense in a court of law.

1. To **START** your vehicle, select **START TEST** from the menu mode. Enter your PIN if requested.
2. Follow the instructions above (Section 5) to take a Breath Test.
3. The unit will *display PASS, WARN or FAIL*

If the unit indicates *PASS*: WAIT a brief moment, until the unit displays "**OK TO START**". Attempting to start before this message is displayed (even if you passed) will result in an aborted start attempt, and require another BREATH TEST. When the unit says "**OK TO START**", start the car as you normally would. As soon as your vehicle is started, you may begin to drive. The display on the unit may say *OK TO START* for an additional 2 minutes (typically less than 30 seconds) and then the unit will display "**RUNNING**". (To learn more about unit operation and testing requirements as you continue to drive, please see Section 8.)

If the unit indicates a *WARN*: This means that a low level of Alcohol has been detected, but not enough to fail the Breath Test, based on the Fail Level set by your State Agency. You will be allowed to start your vehicle, however you should understand that if your Breath Alcohol Content (BrAC) rises as you are driving, subsequent Running Tests may result in a program violation, and you may need to stop the vehicle before you reach your destination. If you choose to start your vehicle, WAIT a brief moment, until the unit displays "**OK TO START**". Attempting to start before this message is displayed will result in an aborted start attempt, and require another Breath Test. When the unit says "**OK TO START**", start the car as you normally would. As soon as your vehicle is started, you may begin to drive. The display on the unit may say *OK TO START* for an additional 2 minutes (typically 30 seconds) and then the unit will display "**RUNNING**". To learn more about unit operation and testing requirements as you continue to drive, please see Section 8)

If the unit indicates a *FAIL*: You have blown a sample that contains alcohol equal to or greater than the Fail Level established for your Interlock Program. If this is the first sample you have blown for this start attempt, the unit will go into a 5 minute **TEMPORARY LOCKOUT**.

When this lockout expires, you will be **REQUIRED** to take a Required Retest within the next 5 minutes. Failure to take this Required Retest, even if you decide you do not wish to drive the vehicle, is a program violation.

If you fail the Required Retest, it will result in a 45 minute **TEMPORARY LOCKOUT**, and will also be a program violation. You will be able to see how much time is remaining before the lockout expires on the display. At the end of this Temporary Lockout period, the unit will return to menu mode, at the **START TEST** option. At this time you will be able to take another Test. Please remember that you should not have had any substance in your mouth other than water for the 5 minutes prior to the Test.

IMPORTANT: If the Interlock detects a **FAIL** level, an **EARLY RECALL** will be initiated. You will have 3 days to bring the vehicle into one of the Monitech Service Centers and have the system downloaded. A printout of the BrAC test results will then be forwarded to the Division of Motor Vehicles or related agency for review and action.

Failure to bring the vehicle into a Monitech Service Center for EARLY RECALL will result in a permanent lockout and your vehicle's Ignition Interlock will require special service at your expense before allowing vehicle startup again.

Section 7 IMPORTANT INFORMATION ABOUT ALCOHOL FAILURES

Every person's body metabolism is different and will even vary from day to day. The only way to guarantee your ability to pass the Alcohol Test is to avoid alcohol intake for 24 hours prior to testing.

Since all alcohol failures will be recorded as part of your permanent record with Monitech (and the agency or court ordering your Interlock probation), it is strongly recommended that you avoid Testing AND DRIVING with any level of alcohol in your body.

Certain alcohol-based substances (mouthwash, cough medicine, etc.) may cause a Test Failure if they are on your breath. If this occurs, ***rinse with water and take several deep breaths*** to make sure the substance in question is thoroughly removed from your mouth before testing again.

WARNING: Attempts to test and start the Interlock vehicle after drinking are considered extremely serious by the Division of Motor Vehicles and other adjudicating agencies and courts. Continuous readings of alcohol at any level or detection of high BrAC levels can result in removal from the Interlock Program and revocation of your driving privilege. Do not Test or attempt to drive if you have been drinking even small amounts of alcoholic beverage. Excessive alcohol intake can require 12 to 24 hours before dissipation takes place.

Section 8 QuicTest Operation While Driving Your Vehicle

This section describes operation and interaction with QuicTest while you are driving your vehicle. Please refer to Section 5 for instructions on how to take a Breath Test, and Section 6 for instructions on how to start your vehicle before reading this section.

Once your vehicle is started and you are driving, the display will read "RUNNING". This is the normal mode of the unit when you are driving. None of the Menu Mode options, such as Adjust Volume, Select Language, Appointment Check, etc. are available while the vehicle is underway. Also – under no circumstance should you disconnect the Sample Head from the coil cord during vehicle operation. Doing so will be a PROGRAM VIOLATION and will result in ALARM MODE.

As you are operating the vehicle, there are certain test requirements and functions that you need to be aware of. These are listed below.

- A. RANDOM RUNNING TEST:** You will be asked to take a RUNNING TEST at random time intervals. When this occurs, the unit will alert you with 2 beeps, and say "A Running Test is required. You have 5 minutes. Take Running Test as soon as you can safely do so, off the road or while the vehicle is underway". At this point the unit will display **HOLD TRIGGER HUM AND BLOW**, as it waits for you to take a Breath Test. It will repeat this request at 1 minute intervals until the 5 minutes expires.

With the Running Test, there is no need to enter a PIN. This Test is designed to be simple enough to take while the vehicle is in motion. There is no need to actually look at the QuicTest Sample Head. Simply pick it up. Your fingers will fall in place around the handle and your index finger will be on the TRIGGER. Press the TRIGGER and raise the device to your mouth, and blow a breath sample while humming, as described in detail in Section 5.

If the result of your RUNNING TEST is *PASS*, the unit will return to *RUNNING MODE*.

If the result of your RUNNING TEST is *WARN*, the unit will announce. “*Warning, a low level of alcohol has been detected. If further tests show higher levels, you may be required to stop the vehicle before reaching your destination*”. The unit will then return to *RUNNING MODE*.

If the result of your RUNNING TEST is *FAIL*, the unit will announce “*An Engine Off Test is required. Pull off the road in a safe location, turn off the vehicle, and take an Engine Off Test*”. The Fail will be recorded as a Program Violation, and the unit will also enter Alarm Mode, with lights flashing and siren activated, until the vehicle is turned off.

You have the option of taking the RUNNING TEST while you are driving, or pulling off the road, but you MUST take it in the time provided. Failure to do this in the time provided WILL BE A PROGRAM VIOLATION, and the unit will also enter Alarm Mode, with lights flashing and siren activated, until the vehicle is turned off.

- B. ARRIVAL (DESTINATION) TEST:** If you reach your destination, or turn the vehicle off for any other reason, during a RUNNING TEST request, you will be asked to take an Arrival Test before leaving the vehicle. Failure to take an Arrival Test will not activate the alarm, but will be a Program Violation, and will be recorded in the unit’s event log. To take the Arrival Test – when instructed by the unit, follow the steps for taking a Breath Test in Section 5.
- C. STALL PROTECTION:** If your vehicle stalls at any time, you may re-start it without being required to take a BREATH TEST for up to 2 minutes after the engine has stalled. Turn the ignition switch off, and then start the car as you normally would. **WARNING: This safety feature is not available if the motor is shut off during a Running Test Request.**
- D. RESTRICTED DRIVE TIMES:** If your Interlock Program has restricted your driving privileges to certain times of day, do not attempt to drive outside those times. Depending on the requirements of your State Agency, the device will either log the fact that the vehicle is being driven during restricted times, or enforce the restriction, by activating the alarm.

Section 9 (Vehicle) Service Mode

This section describes how a mechanic can troubleshoot and service your vehicle with the QuicTest Interlock installed.

If your vehicle needs automotive service – your mechanic can troubleshoot and repair it with the QuicTest Installed, without having to take Breath Tests.

1. Take your vehicle to a State Licensed service mechanic.
2. Advise the mechanic that your car is equipped with a QuicTest Ignition Interlock. Please inform him that he will have to call the customer service center at your Service Provider prior to moving or working on the vehicle. (See number below.)

SERVICE PROVIDER: Monitech Interlock Systems of North Carolina

Phone Numbers: (919) 459-1700 (local) 1 (800) 521-4246 (Toll Free)

Section 10 (Lockout) Override Code

If your unit has put your vehicle in Permanent Lockout due to an extreme situation (such as a missed Service Appointment due to natural disaster, severe weather, severe illness, etc), it may be possible for the lockout date to be temporarily reset remotely. This will allow you to get the vehicle to a Service Center for servicing. If this has occurred, call your Service Provider and request QuicTest Support. If at all possible, call with a cell phone so you can be with the unit, in your vehicle. **Unless warranted, this service may require additional charges.**

Section 11 Care of Your Interlock Unit

- Your QuicTest Ignition Interlock is a complex instrument. With proper use and handling it will help you comply with your Interlock Program requirements in a simple, easy to use manner, with minimal inconvenience - however, improper or rough handling, or attempts to tamper with or circumvent the unit may result in vehicle lockout, alarm activation, service fees or loss of license.
- Always keep the Sample Head clean, dust free and dry at all times. While the Sample Head is water resistant, it is NOT water proof. Service calls resulting in exposure to water or other liquids may be charged to the customer.
- Do not leave the unit in Direct Sunlight. (i.e. on the dashboard on a hot day.)
- Do not pull excessively on the coil cord that is connected under the dashboard.
- There are no user serviceable parts in your Interlock unit. ***DO NOT ATTEMPT TO OPEN OR TAMPER WITH ANY PART OF THE DEVICE. DOING SO WILL DISABLE YOUR VEHICLE, AND WILL BE A VIOLATION OF YOUR PROGRAM, RESULTING IN ADDITIONAL FEES AND / OR THE LOSS OF YOUR LICENSE.***
- Always use a clean QuicTest Disposable mouthpiece when taking a Breath Test. As long as the mouthpiece remains clean, it is not necessary to use a “new” mouthpiece every time. The mouthpieces can be cleaned with hot water and mild dish soap, and are dishwasher safe. Before re-using, make certain all water has been blown out of the mouthpiece and it is dry inside.

- Do not attempt to introduce anything other than clean human breath into the device. Introduction of any other sample will result in an INVALID SAMPLE, and abort the test, and prevent your vehicle from starting.
- Remember to remove gum, candy, smokeless tobacco, and foodstuffs, etc. from your mouth and to clear your lungs / mouth of any cigarette smoke or other fumes **before taking the test**. The QuicTest Interlock will not fail you for substances other than alcohol, but other substances (especially cigarette smoke) can damage the Interlock. **BE CAREFUL; YOU WILL BE CHARGED FOR ANY DAMAGE TO THE INTERLOCK CAUSED BY CIGARETTE SMOKE OR OTHER FOREIGN SUBSTANCES BLOWN, SPRAYED, Poured, OR SPILLED INTO THE UNIT.**
- If it will be extremely cold outside, or your vehicle will be without power, or you know your battery is low, go to REMOVE UNIT in the Menu Mode. Press the trigger, and disconnect the coil cord from the Sample Head when instructed to do so. Take the unit in the house, and reconnect it again before you drive.
- Do not attempt to abuse or mistreat the device in any way. Such activity may be detected and recorded, and may result in service charges, fines or loss of license.

Section 12 Potential problems with the QuicTest:

- If the outside temperature is very cold, remember to remove the mouthpiece and warm it up by holding in your hand or blowing into it, before inserting it back in the QuicTest and taking a Start Test. Failure to do this may result in an "INVALID SAMPLE".
- If the vehicle IS NOT RUNNING, and the QuicTest unit does not wakeup, or seems to have "Locked-up" without going to menu mode, disconnect the coil cord from the Sample Head, wait a few seconds, and reconnect. If this does not correct the problem, call the Monitech Customer Service Center.
- If the unit states that it is in Permanent Lockout, or displays "UNABLE TO TAKE TEST" call the Monitech Customer Service Center. There may be a 4 digit number on the display after the Permanent Lockout message; if so, write it down and tell that number to the Customer Service Representative you speak with.

Section 13 Potential problems with the vehicle:

- If the Ignition Interlock will not wakeup or the display indicates "*LOW VEHICLE BATTERY*" it means the Interlock is not getting enough voltage to allow a test. Check your battery, terminals, and charging system.
- If you pass the Interlock test, but your vehicle will not start, there is a high probability of a fault in your starting system (although sometimes a low battery voltage can be the problem). This difficulty is often in the starter, starter-solenoid, the ignition switch, or the connections in between. Such problems should be addressed by a qualified automotive mechanic.

- If the Interlock does not power up, your battery may be completely discharged. Have your automotive repair center (i.e. service mechanic, auto parts store, etc.) check your battery. They can advise you as to whether your battery may need to be charged or replaced. If your Interlock does not power up after this or any other repair work has taken place on the vehicle, call Monitech immediately.
- Did the problem appear after other work took place on the vehicle? Check the fuses. Have you installed a stereo, telephone, or any other item that could have caused other wires to come loose or a fuse to blow?
- Remember that the Ignition Interlock can only prevent your car from starting. Once your vehicle is running, the Ignition Interlock can not make your vehicle shut off. If your vehicle is running rough, stalling out while underway, or won't start even though the starter is clicking or "turning over," the difficulty can not be the Ignition Interlock. Such problems should be addressed by a qualified automotive mechanic.

Section 14 Monitoring Appointments

- Before you leave the Service Center, please be sure to schedule your first monitor check appointment at the Monitech Service Center of your choice. Although we do have Service Centers throughout the state, all appointments are scheduled through our Customer Service Center, which you can contact during regular business hours. The number appears on your appointment card. Please be sure to call this number if you ever need to reschedule your monitoring appointment.
- Remember that all monitoring checks are performed by appointment and in the order they're scheduled. We will do everything possible to make your visit go as smoothly as possible, however previously scheduled appointments will often prevent us from being able to service your Interlock at a time other than your scheduled appointment. For that reason, it is not recommended that you arrive too early.
- Anytime you wish to come for an appointment other than the scheduled time, BE SURE to call the Customer Service Center. It is not always safe to assume that there will be a Service Technician available if you just "show up."
- When it is time to have your Interlock serviced the QuicTest unit will notify you each time it wakes up, beginning seven days from your scheduled appointment. Please note that failure to report for your Monitor Appointment may cause the vehicle to go onto Permanent Lockout.
- Assuming that no problems are encountered, a monitoring check will generally last 15 to 20 minutes. During this time, the Interlock is tested and calibrated, the internal clock is reset to allow another two months driving time, and a data log report is downloaded to determine if any violations and/or alcohol failures have occurred in the past two months.
- Failure to report for your scheduled monitoring appointment is considered a violation of your ignition interlock program and will be reported to your adjudicating agency. Missing an appointment may result in a loss of your driving privileges, additional fees, lockout, or the extension of your program.

Section 15 Do's and Don't of your Interlock Program

- **Do** contact your Service Provider's emergency service if the vehicle must be used by untrained persons in an emergency situation or if the emergency has caused you to be unable to successfully complete the test.
- **Do** leave your phone number that you can be reached at in the next 20 minutes when contacting emergency service after hours. Call emergency service back if you are not contacted within 20 minutes.
- **Do** look for safe, lighted areas - away from traffic flow – if you are stopping for a running test.
- **Do** keep the User Manual, next appointment date and emergency number in your vehicle at all times.
- **Do** review the User Manual periodically.
- **Don't** leave the ignition switch "ON" without starting the vehicle.
- **Don't** attempt to "hot wire," "cross-ground," or "roll start" your vehicle in an attempt to CIRCUMVENT the Ignition Interlock. The Interlock will record such actions and may go into IMMEDIATE RECALL and PERMANENT LOCKOUT. The charging system of your vehicle may be damaged. License revocation is probable.
- **Don't** allow mechanical work that might require vehicle startup in your absence without providing your Service Provider's toll-free number to the service technician. Instruct all involved that your Service Provider must be contacted BEFORE any related wiring is detached and / or a service CIRCUMVENTION is attempted.
- **Don't** avoid a monitoring appointment because of financial difficulty. Call your Service Provider to make special payment arrangements. ***Your appointments must be kept.***
- **Don't** disconnect any wiring that might be related and / or connected to the Ignition Interlock in any way. Call your Service Provider before disconnecting anything if there is any doubt.
- **Don't** allow anyone who might have alcohol content on their breath to attempt a test "just for fun." All alcohol readings are assumed to belong to the participant.
- **Don't** allow anyone to drive the vehicle if you are not willing to accept responsibility for any alcohol readings that might result.

Section 16 North Carolina Service Center Locations (Subject to Change)**Western NC**

Franklin	45 Sloan Industrial Blvd., #45, Franklin, NC 28734
Arden /Asheville	44 Buck Shoals Rd., Suite F-8-9, Arden, NC 28704

Charlotte Area

Charlotte	3210 Motorsports Lane, Unit 1, Charlotte, NC 27269
Concord	565 Webb Road., Concord, NC 28025
Matthews	3747 Matthews Indian Trail Road, Suite 1000, Matthews, NC 28104
Shelby	1014-3 Industry Dr. Shelby, NC 28152

Triad Area

Asheboro	340 Hwy. 42-N, Asheboro, NC 27203
Greensboro	307-J Westgate Dr., Greensboro, NC 27402
Hickory	930 Tate Blvd., S.E., Suite 102, Hickory, NC 28602
North Wilkesboro	1728 B Statesville Rd, N Wilkesboro, NC 28659
Winston-Salem	4305-C Enterprise Dr, Winston-Salem, NC 27106

Triangle Area

Durham	4122 Bennett Memorial Rd., Ste. 202, Bldg. B, Durham, NC 27705
Morrisville	400 Dominion Drive, Unit 104, Morrisville, NC 27560
Raleigh	1411-H Diggs Dr., Raleigh, NC 27603

South East NC

Fayetteville	409 Chicago Drive, Unit 106, Fayetteville, NC 28306
Goldsboro	405 Royall Ave, Goldsboro, NC 27534
Lumberton	30D Three Hunt Dr., Pembroke, NC 28372
Rockingham	2206 Fayetteville Rd, Rockingham, NC 28379
Sanford	2607 C Fayetteville St, Sanford, NC 27332
Wilmington	2725 Old Wrightsboro Rd, Unit 4B, Wilmington, NC 28405

North East NC

Elizabeth City	410 Interpath Pkwy, Unit E, Elizabeth City, NC 27909
Greenville	920-D Woodridge Park Rd, Greenville, NC 27834
Havelock	162 Hwy 70 West, Havelock, NC 28532
Jacksonville	1410 Piney Green Rd. #4, Jacksonville, NC 28546
Manteo	3500 Maritime Woods Dr. Manteo, NC 27954
Rocky Mount	2608 Northside Business Park Dr. Rocky Mount, NC 27804
Wilson	3705 - C Airport Circle NW, Wilson, NC 27896

Section 17 Monitech Fee Schedule for North Carolina QT-1L

QT-1L Installation	\$ 75.00
QT-1L 30 Day Lease (<i>with monitoring and calibration</i>)	\$ 75.00
Vehicle Changeover Fee (<i>transfer device to different vehicle</i>)	\$ 75.00
Reset Recall / Lockout (<i>program violations or high BAC</i>)	\$ 35.00
Non-Warranty Service Call (<i>per hour, two hour minimum, plus IRS mileage rate</i>)	\$ 35.00
Repair Wiring Damage (per hour)	\$ 35.00
Repair Damage to Unit (<i>subject to parts and labor</i>)	\$ 70.00
Optional Flashing Status Indicator	\$ 50.00
Additional Headlight Relays / Configurations	\$ 50.00
Voluntary Removal	\$ 60.00
Missed Monitoring Appointment Fee	\$ 35.00
Payment Deferral Fee (<i>used to extend service when payment is not possible</i>)	\$ 35.00
QT-1L 30 Day Theft Warranty	\$ 7.00
Lost or Stolen QT-1L Unit	\$ 1,550.00