

QuicTest® QT-1L(N13)

North Carolina

User Manual

Also available in Spanish



monitech®
Ignition Interlock Systems

215 Southport Drive, Suite 400
Morrisville, NC 27560
919-459-1700 Local • 800-521-4246 Toll-Free



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TABLE OF CONTENTS

Important Information	1
Glossary of Terms.....	3
QuicTest® Overview	6
QuicTest Menu Functions	
• Wakeup.....	7
• Redundant Buttons	7
• Menu Mode	7
• Start Test	8
• Volume Adjust	8
• Language Selection	8
• Sample Head Removal	8
• Service Mode	8
• Override Mode	9
• Appointment Check.....	9
• System Info	9
• Programmable Wakeup Times.....	9
Taking a Breath Test.....	10
Starting your vehicle with QuicTest.....	11
Information about Alcohol Failures	13
QuicTest operation while driving your vehicle	14
• Random Retest	14
• Coming Back Soon Function	15
• Arrival Test.....	15
• If Your Vehicle Stalls.....	15
• Restricted Driving Times	15
Service Mode.....	16
Override Code.....	17
Potential Difficulties with QuicTest.....	18
Potential Difficulties with Your Vehicle.....	18
Monitor Appointments	19
Interlock Program Do's and Don'ts.....	20

IMPORTANT INFORMATION

Under no circumstances should you attempt to drive if you have been consuming alcohol. This not only puts you and other drivers 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, 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, 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.

- The person who is driving the vehicle must be the person who provides the breath sample. Attempting to instruct and/or allow any person other than the driver to perform the Ignition Interlock Testing Procedure is a direct violation of Program rules and may result in license revocation.
- Always keep the Sample Head clean, dust free, and dry at all times. While the Sample Head is water resistant, it is NOT waterproof. 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.
- 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 reusing, make certain all water has been blown out of the mouthpiece and it is dry inside.

GLOSSARY OF TERMS

Alarm or Alarm Mode – Alarm Mode occurs due to a failed or missed random 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 Random Retest) result in alcohol levels in the Warn or Fail range, the frequency of Random Retests 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 food. 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, or tampering with the unit. Call 800-521-4246 before bringing your vehicle in. Attempting to alter or circumvent the installation of the unit, driving during restricted drive times (if applicable), ignoring required tests (such as a Required Random Retest), 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) Random Retest – This is a mandatory breath test that the user will be instructed to take if 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 random retest will result in a program violation.

GLOSSARY OF TERMS

Random Test – A Breath Test required at random time intervals while the vehicle is being driven. 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 Random 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 uninstall 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. ***WARNING: This function is not available if the motor turns off during a Random Retest Request.***

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

Temporary Lockout – A short period of time 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.

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.

QUICTEST OVERVIEW



Figure 2-1
Sample Head – Front View

1. Display Window
2. Mouthpiece Port
3. Disposable Mouthpiece
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

QUICTEST MENU FUNCTIONS

UNIT WAKE UP

Under normal circumstances when there is no activity, the unit will go to “sleep” within 2 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.

MENU MODE

After the unit has woken 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 on the next page.

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.

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.

QUICTEST MENU FUNCTIONS

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 results in 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.

PROGRAMMABLE WAKEUP TIMES

To provide shorter wait times for warmup/wakeup in colder weather, the user can program up to three wakeup times in the device (e.g., morning commute, lunchtime, and evening commute). This is done via a menu on the QT display. When this function is set and enabled, the device will wake up at those times, and energize the internal heaters for a short period of time (typically 15 minutes). During that time, the user may take a start test with no wait time. If no test is taken within that time, the device will reenter sleep mode, and allow the heater temperatures to reduce to minimize current drain on the battery. This feature is dependent on a sufficient level of vehicle battery voltage, and will not operate if the device senses that the vehicle battery voltage is below the preferred minimum operating level, to preserve starting ability.

TAKING A BREATH TEST

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

STARTING YOUR VEHICLE

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.

1. To START your vehicle, select *START TEST* from the menu mode.
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 Random Retests 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 Random Retest within the next 5 minutes. Failure to take this Required Random Retest, even if you decide you do not wish to drive the vehicle, is a program violation.

If you fail the Required Random 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. Call 800-521-4246 before bringing your vehicle in.

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.



OPERATION WHILE DRIVING

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.

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 RETEST:

You will be asked to take a RANDOM RETEST at random time intervals. When this occurs, the unit will alert you with 2 beeps, and say *"A Random Retest is required. You have 5 minutes. Take a Random Retest 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.

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

If the result of your RANDOM RETEST 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 RANDOM RETEST 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.

OPERATION WHILE DRIVING

B. ARRIVAL (DESTINATION) TEST:

When you reach your destination and turn the vehicle off, you will be asked to take an Arrival Test before exiting the vehicle. Failure to take the Arrival Test will activate the alarm and will be a Program Violation.

C. STALL PROTECTION:

If your vehicle stalls at any time, you may restart 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 Random 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.

SERVICE MODE

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)

VERRIDE 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. Call Monitech Customer Support at 1 (800) 521-4246. **You will be charged an additional fee for this service.**

POTENTIAL DIFFICULTIES

- 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.
- 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 inbetween. 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 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 cannot 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 cannot be the Ignition Interlock. Such problems should be addressed by a qualified automotive mechanic.

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.

DO'S AND DONT'S

- 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 - when you stop for a random 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.

24-Hour Service Assistance

- *We are always here to help you – 24 hours a day.*
- *If you call after business hours, please listen carefully to the prompts which will allow you to leave a message, or speak to a Customer Care Agent*
- *The Customer Care Agent will try to alleviate the issue if possible*

- *To schedule an appointment*
- *To make a payment*
- *For assistance*
- *If you experience any issues with your device*
- *If the device is notifying you that it needs service*

Call our Customer Care Center

800-521-4246

*For more information about Monitech, Inc.,
visit us online at **www.MonitechNC.com***