SMART START INTERLOCKS

NSW ALCOHOL INTERLOCK PROGRAM

www.smartstartinterlocks.com.au

SMARTSTART INTERLOCKS

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Company information

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Web site: www.smartstartinterlocks.com.au

AJEN®
MONITORING SYSTEMS

SMARTSTART®
INTERLOCKS

ABOUT US

Smart Start Interlocks Australia is a proud distributor of Smart Start Inc. North America's leader in premier alcohol ignition interlock devices.

Smart Start Interlocks have installed over 30,000 Alcohol Interlocks since 2009. We take pride in providing innovative and industry leading products and services which have received industry recognition from our customers, monitoring authorities and partners.

Smart Start Interlocks offers:

- Innovative and reliable technology used in programs overseas.
- Worldwide experience in alcohol interlock devices.
- Fuel cell Interlock devices.
- Reliable installations, servicing and reporting requirements.

Setting The Standard In Alcohol Monitoring Technology™

PRIVACY POLICY

Ajen Monitoring Systems trading as Smart Start Interlocks take privacy seriously. Ajen is committed to maintaining the privacy of personal information that is collected from customers, prospective employees, and all parties connected with Ajen.

The privacy policy document has been created so individuals can fully understand how their personal information is collected, managed and used in Ajen's business. Ajen is open and transparent about the data collected and how the data is used.

The document covers all activities of Ajen, and thus all activities of the subdivision Smart Start Interlocks and associated entities. Ajen handles personal information in a manner consistent comply with the Australian Privacy Principles.

Privacy Policy Click Here

RELEASE OF PARTICIPANT DATA

Under the current re-licencing scheme, participants are required to allow Smart Start Interlocks to release their alcohol interlock data to relevant state authorities.

By signing the lease agreement form, the participant authorises Smart Start Interlocks to release, upon request, reports on the use of the device, or any other information or reports pertaining to the participation in, or compliance or non-compliance with the requirements of their state program, including such reports or information which may contain data of a personal nature which would otherwise be protected by law from disclosure.

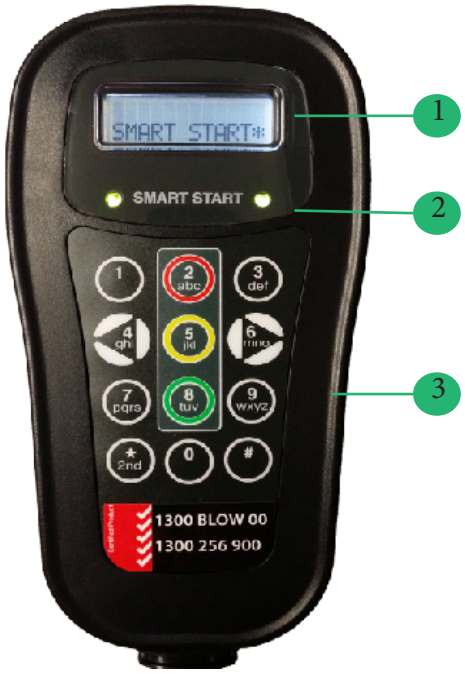
This applies both to participants and to any third parties who use the vehicle.

Upon request participants can obtain a copy of their logged data by completing the online Participant Data Request Form found on the Smart Start web site.

Navigate to www.smartstartinterlocks.com.au, Support page, NSW, Participant Data Release Form.

SSI 20-20 SSI 20-30

INTERLOCK DEVICES



SSI 20-20 Key Functions

1 LCD	5 Curly Cord
2 Status LEDs	6 Air Vent
3 Keypad	7 Head nipple
4 Cord Strain Relief	8 Serial Number & Barcode

The Alcohol Interlock Device can be installed in most vehicles with engines. It prevents a vehicle from being started until an alcohol-free breath sample is provided. The Interlock device does not affect the engine's operation and cannot turn your engine off once it is running. Alcohol Interlock installations may include a camera (depending on your state) mounted to the vehicle to verify the identity of the person in the driver's seat providing a sample. When providing a sample, you must sit upright in the driver's seat for positive identification. If the device records a violation, it will be assumed you are the driver unless the image taken clearly shows a different person.

Smart Start 20-20

SSI 20/20™ Camera

CARING FOR YOUR DEVICE

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 damage due to negligence or abuse of the device.

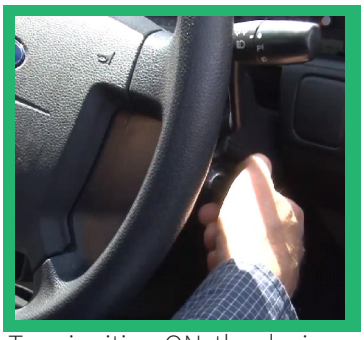
Hygiene:

The recommended procedure for cleaning your mouth pieces is with boiling water. Ensure the mouth piece 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 within the wipes.

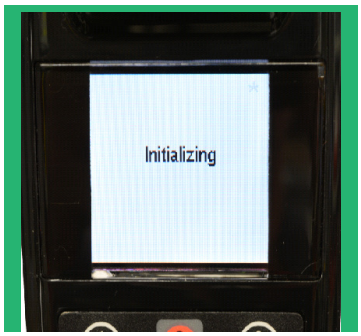
Tampering and Misuse:

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 program being restarted.

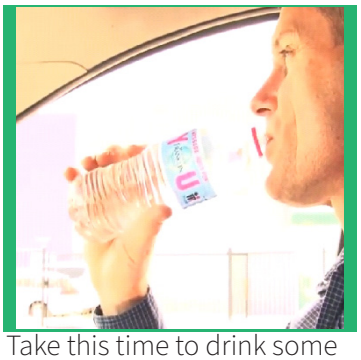
HOW DO I START THE VEHICLE



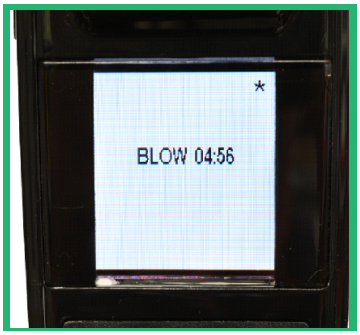
Turn ignition ON, the device will light up and Smart Start Interlocks logo will appear



"INITIALISING" will then be displayed On the screen. The unit is now preparing for a test.

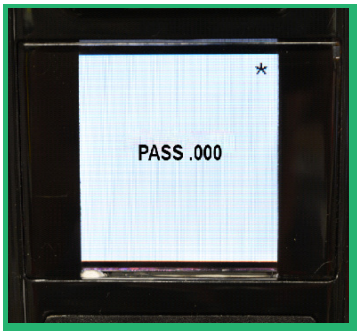


Take this time to drink some WATER to eliminate possible breath contaminants.



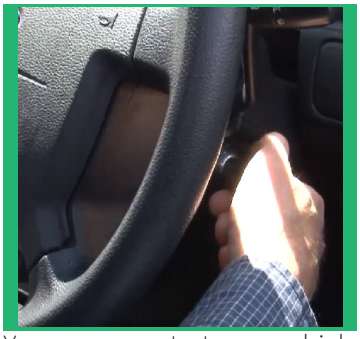
The LCD will then display "BLOW" and the right LED will be green and flashing.

Take a deep breath, then blow into the device, a long tone will sound (approx. 5 seconds), this tone will stop once the required sample has been made.



If a correct test is provided and there is no alcohol present in the breath sample, "PASS" will appear.

"START" and a count down will appear on the screen.
You will have 3 minutes to start the engine before the device will ask you to re-take the test.



You can now start your vehicle.

Please note the unit will ask for further random tests once the vehicle has started.

To watch the video? Go to
https://youtu.be/WXYcJd5w2uU

HOW DO I START THE VEHICLE:

Blow Technique

Can't see the video? Go to
https://youtu.be/7Ljqm9rYAU4

⚠️ You are encouraged to return to your service centre or call Smart Start Head Office on 1300 256 900 if you require further training or assistance with using the alcohol Interlock Device.

TROUBLESHOOTING

LOCK OUT:

If your device is locked out you need to contact Smart Start Interlocks for an unlock code.

No Unit Power:

If your interlock device does not turn on when the ignition is turned on, then you must contact Smart Start Interlocks for support.

Jump Starting & Flat Battery:

If the battery in your vehicle has gone flat and the vehicle needs to be jump started, you must contact Smart Start Interlocks for support so notes can be added to your account. If doing this after hours please leave a message on 1300 256 900 option '2', a note can then be added to your account the following morning.

Defective Interlocks:

If you believe your device is defective, please contact Smart Start Interlocks Head Office so appropriate action can be taken. Failure to report is a breach of your Interlock Program and may reflect on your interlock term.

Replacement Parts:

Mouth pieces, curly cords, strain reliefs, mounting clips and adhesives are available from any service centre upon request. Curly cords can only be replaced by an Authorised Service Centre.

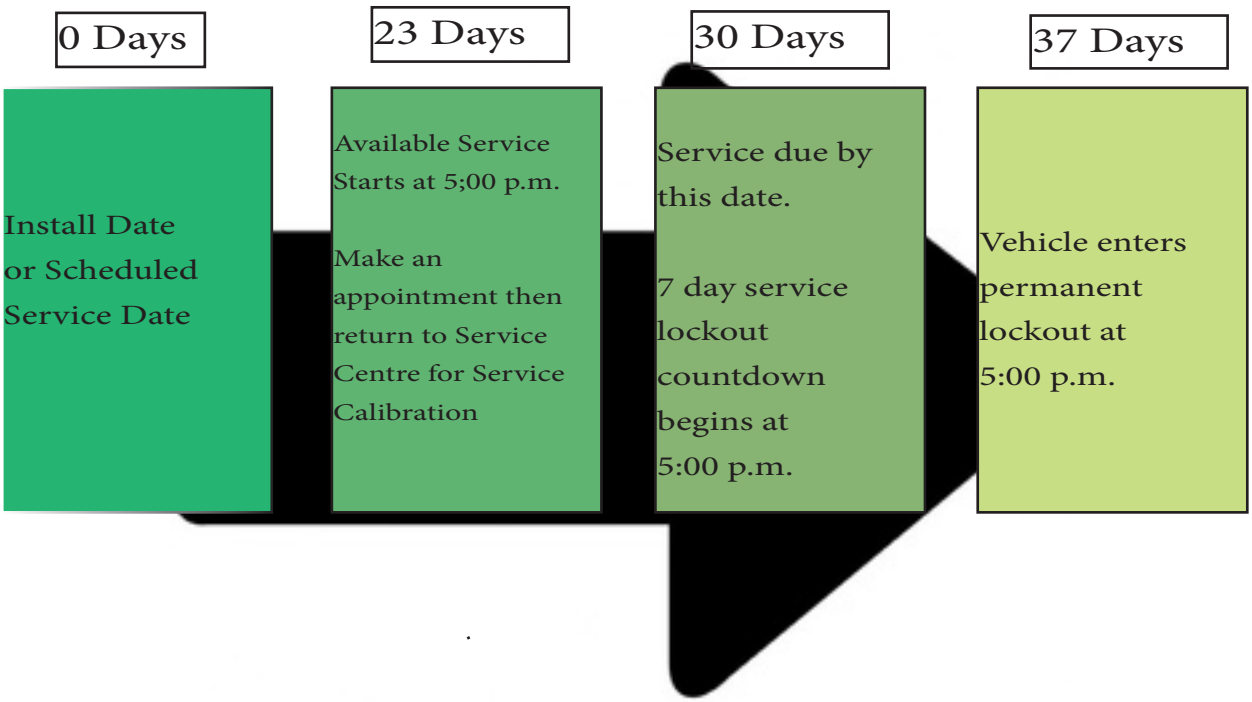
DISPLAY MESSAGES

LCD SCREEN	LED	TEST RESULT	OUTCOME
PASS	Both green	No alcohol detected	You can start your vehicle
WARN	Both green	Alcohol detected < 0.019 BrAC	You can start your vehicle
BLOW HARDER	Right: Flash red once	Not blowing hard enough/ long enough	You cannot start your vehicle/ retest required
BLOW SOFTER	Right: Flash red once	Blowing too hard	You cannot start your vehicle/ retest required
HUM STRONGER	Right: Flash red once	Hum not being detected	You cannot start your vehicle/ retest required
DONT INHALE	Right: Flash red once	Negative pressure applied	You cannot start your vehicle/ retest required
MOUTH CLOSER	Right: Flash red once	Mouth not close enough to sensor	You cannot start your vehicle/ retest required
FAIL	Right: Flash red once	Alcohol detected > 0.020 BrAC	You cannot start your vehicle for 5 minutes
VIOL	Right: Flash red once	High alcohol level detected	YOu cannot start your vehicle for 5 minutes*

When the display reads, “BlOW HARDER”, “BLOW SOFTER”, “HUM LOUDER”, “DON”T INHALE”, “VIOL” or “FAIL” you must take and pass another breath test before your vehicle will start. After blowing a FAIL, the unit will go into a temporary lockout of 5 minutes each time a subsequent fail is recorded.

***If you reach the program violation limits, the unit will go into a VIOLATION LOCKOUT and a 7- day countdown timer will be displayed on the LCD. Please refer to “Key Terms” Page 25 for more information.**

SERVICE SCHEDULE DIAGRAM

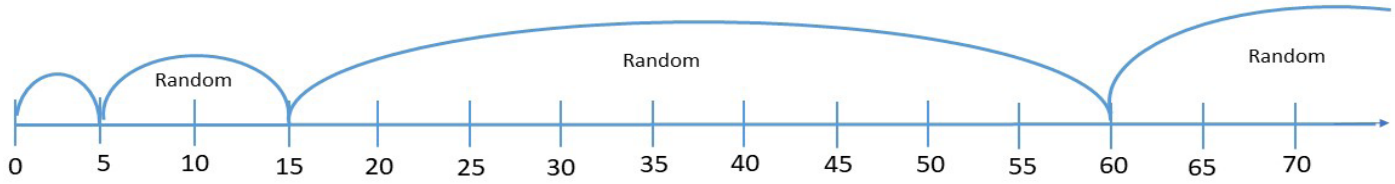


After 14 days overdue for your service, a report will be sent to the relevant authorities

- Your Lockout Date is the day when your Interlock was Installed.
- You have 6 days before and 7 days after your Lockout Date to go for your Monthly Service before your Interlock enters a Permanent Lockout.
- i.e. Installation date: 10/05, Lockout date is the 10th of every month.
  This partiipant can go for service since the 4th of every month until the 17th before the Interlock enters a Permanent Countdown.
- The Interlock will start a Countdown the 10th of every month for this example.

If you are not sure about your Lockout Date, please call our Customer Service Line 1300 256 900.

RANDOM ROLLING RETEST DIAGRAM



Time in Minutes after initial test

- The Device parameters have been set by Transport for NSW and require random rolling retests. The first test will occur within the first 5 to 15 minutes and then randomly over every consecutive hour after initial test.
- The Device will indicate that it is time to submit a Rolling Retest when the screen displays 'BLOW' with the LED lights flashing and the Device beeper sounding.
- You have 5 minutes to safely provide a breath sample test. The road rules state that you must find a safe place and pull over.
- Drink Water.
- Provide a breath sample.
- Once a Pass breath sample has been provided you can continue driving.

Please note, when you have arrived at your destination, check the Device screen. If it is requesting a test you must provide the test before turning the vehicle OFF. Failure to provide a test is a violation and will put the Device into a Violation Countdown.

COMMON CAUSES OF UNEXPECTED BREATH SAMPLE VIOLATION

At times violations can occur unintentionally. These violations are often easily preventable if the following points are kept in mind:

- Your alcohol interlock device detects trace amounts of alcohol in your mouth which can result in a failed test. To be safe it is recommended that you do not eat or drink anything apart from water ten minutes before taking a breath test, and for the duration of your driving. If you do fail an initial test because of a non-alcohol substance, take time to drink water before your re-test, as this can aid in getting rid of trace amounts of alcohol in your mouth.

- Never use your alcohol interlock device as a personal breathalyser to check if you can drive. A failed initial test will prompt a retest. If the retest is failed or missed this will be recorded as a violation.

- Remember that you are required to provide random breath tests while the car is running. Do not leave your car running and unattended as you may miss a breath test and record a violation.

- Even if you have arrived at your destination and are about to turn off your vehicle, if the device requests a rolling retest you must provide a breath sample. Turning off the vehicle at this point will be considered a refused breath test and recorded as a violation.

- Keep the unit in its mount so the display is visible. With the radio playing loud, or a window down, you may not hear the audible tone the Interlock device will make when it is ready for a retest. If you can see the display, you will notice the RETEST indication.

An optional LED light is available for participants who are hearing impaired.

COMMON CAUSES OF UNEXPECTED BREATH SAMPLE VIOLATION

Your SSI 20/20 20/30 is an alcohol measuring device and will detect even small traces of alcohol. The below items are examples of common products that can cause unexpected positive breath tests.

Fermenting food products may also cause unexpected readings.

REMEMBER TO DRINK WATER BEFORE EVERY TEST

GENERAL ADVICE

- Anyone can drive your vehicle provided that they also use the Interlock device. The participant is responsible for all readings recorded by the device.
- If you need to replace your car battery or starter, keep a receipt for your battery purchase and keep the time between disconnecting the battery and reconnecting it to less than 20 minutes to avoid a power disconnection being reported.
- Once the device begins asking for a retest, be sure to take the test before the retest time elapses or you will cause a violation.
- The Interlock device does not affect the engine's operation and cannot turn your engine off once it is running.

- Do not use breath freshening agents just before taking a test. Most of these contain alcohol.
- Keep the unit in its mount so the display is visible. With the radio playing loud, or a window down, you may not hear the audible tone the Interlock device will make when it is ready for a retest. If you can see the display, you will notice the RETEST indication. An optional LED light is available for participants who are hearing impaired.
- If your unit locks out or is not operating properly, we may ask you to tow your vehicle to the nearest Smart Start location. If the problem is found to be with the interlock device, we will credit our account for the amount of the tow bill.
- Drink water before every test

GENERAL ADVICE

Vehicle Malfunctions and Repairs that may affect the Interlock Device

If you need to replace your car battery or starter, keep a receipt for your battery purchase and keep the time between disconnecting the battery and reconnecting it to less than 20 minutes to avoid a power disconnection being reported.

Travelling Interstate

When travelling to other states and territories, your interlock device can be serviced at any of our service centres across Australia. Click here for a complete list of service centres and trading hours across Australia.
If you are not travelling in your vehicle and upon return find that your vehicle has locked out, you will need to contact Smart Start head office for an unlock code.
Keep in mind that lease fees continue even if you are not using the vehicle and multiple lease payments may be required on your return for service.
Please be sure to make servicing arrangements prior to commencing with your travel plans.

Multiple drivers of the vehicle

Anyone can drive your vehicle; however they must use the alcohol interlock device. If you are confident that the other driver is of good character and has been trained in the use of the interlock device, they may drive your vehicle. Keep in mind that you are still legally responsible for all readings recorded by the device.
If you have a camera installed you may be able to dispute a violation if the image taken clearly shows another person giving the breath sample.
Two drivers with the Interlock 'I' condition on their license should not use the same vehicle as the interlock device only records data for a single participant. In this situation the drivers must use separate vehicles with their own interlock devices if they both wish to participate in an Interlock Program at the same time.

What if the Interlock shuts down the vehicle on my way to an important event?

The SSI-20/20 -20/30 is designed to prevent the starting of a vehicle if a breath test is not passed. It cannot interfere with the engine while it is running. In addition, if the engine is turned off there will be a three-minute period in which the engine can be restarted again without undergoing a breath test. If the participant fails a rolling test while driving, this will record as a violation but will not shut down the vehicle (although the violation may trigger a lockout once the driver has reached their destination and manually turned off the engine).

NSW

ABOUT THE MANDATORY ALCOHOL INTERLOCK PROGRAM (MAIP)

The MAIP is a program managed by Transport for NSW designed for offenders convicted of high range, repeat and other serious drink driving offences. This program provides the opportunity for participants to drive their vehicle legally, learn to separate drinking from driving, discuss alcohol use with a doctor, access various services, and provide transport for others.

Participating in the program

There are a few simple steps to completing the program successfully:

1. Participate in the program for the required amount of time. To do this you will need to apply for your interlock licence at a Service NSW centre or your local registry.

2. Make sure to follow all your program rules and guidelines.

3. Attend regular servicing where your user data will be downloaded.

4. If requested, you may be asked to undergo a Fitness to Drive assessment with a doctor.

5. If you have followed all the rules of the program in the last 6 months of your interlock period, Transport for NSW will advise you that your participation period has been completed and you can have the Interlock condition removed from your licence.

Participating in the program

There are a few simple steps to completing the program successfully:

1. Participate in the program for the required amount of time. To do this you will need to apply for your interlock licence at a Service NSW centre or your local registry.

2. Make sure to follow all your program rules and guidelines.

3. Attend regular servicing where your user data will be downloaded.

4. If requested, you may be asked to undergo a Fitness to Drive assessment with a doctor.

5. If you have followed all the rules of the program in the last 6 months of your interlock period, Transport for NSW will advise you that your participation period has been completed and you can have the Interlock condition removed from your licence.

Program Length/Interlock Condition Period

The length that you will need to drive with an alcohol interlock device will vary based on your individual program, but will be a minimum of 12 months. To remove the interlock condition do not record any violations in the last 6 months of your interlock period. Violations may result in a Fitness to Drive assessment and your Interlock condition period being extended.

END OF THE PROGRAM PROCESS

You will need to use the alcohol interlock device for a specific period of time (which will vary based on your offence). At regular intervals your data recorded by the interlock device will be downloaded and used to make decisions about whether your program requirements have been met and you have successfully completed the program.

- Do not record any violations in the last 6 months of your interlock period. If you have logged failed breath tests (even at low ranges) you may be required to undergo a Fitness to Drive assessment with a doctor. Based on the outcome of this assessment, your interlock period may be extended for a further 6 months.

- Transport for NSW will advise you when your interlock participation period has been completed.

- When your Interlock period has been successfully completed you can go to a Service NSW centre or your local registry to obtain a driver's licence that does not carry the interlock condition.

- Organise for your SmartStart Interlocks provider to remove the interlock from your vehicle.

Program Rules and Guidelines

- Your interlock licence conditions include that you:
- Must have a BAC of zero at all times while driving
- Only drive your nominated vehicle which is fitted with an approved alcohol interlock device
- Take all breath tests the alcohol interlock requests
- Ensure that your interlock is serviced when required under your program. Servicing periods will start at 1 month, but can be extended
- Attend all medical consultations required under the program
- Only drive the vehicle if you have personally provided the breath sample required by the interlock
- Do not drive any motor vehicle if you know that the interlock is not working properly, or has been circumvented or interfered with
- Do not tamper with the device

PROGRAM VIOLATION SUMMARY REPORT

If within a servicing period you reach a violation limit, the interlock device will display a countdown for 7 days during which you must return to a service centre for an unscheduled service.

If the device is not serviced within this period and the countdown has expired your device will permanently lock out and an unlock code will be required.

PROGRAM VIOLATION SUMMARY NSW (Unscheduled Service fees may apply)

Initial Test Failed (0.020- 0.049 BrAC)	6
Initial Test failed with a high BrAC (0.050 BrAC or over)	3
Missed or Failed Random Retest	1
Circumvention or tampering	1
Battery disconnection for 20 minutes or more	1

Program Violation Summary NSW

Certain actions or lack of action will be considered a violation. A violation will reset your progress, which means you will have to continue driving with the alcohol interlock for at least another 5 months without violations.

The following are considered violations:

- If you fail an initial breath test (BAC recorded above 0.02) to start the vehicle, you have 60 minutes to retest successfully. Failing or missing this retest is considered a violation.
- If you fail (BAC recorded above 0.02) or miss a rolling re-test you will have 10 minutes to retest successfully. If you fail this it is considered a violation and the vehicle's lights and horn will activate.
- Any tampering with the alcohol interlock device is a violation
- If your car battery is disconnected for 20 minutes or more this may record as a violation.

Take note that the device will continue to request tests randomly as long as the vehicle is running. Even if you have arrived at your destination, if the device requests a rolling retest you must provide a breath sample; turning off the vehicle will be considered a refused breath test and recorded as a violation. Do not leave your car running and unattended as you may miss a breath test and record a violation.

NSW INTERLOCK FEES

Effective 1st October 2026

SERVICE	FULL FEE	CONCESSION
Vehicle Inspection and Quote	No Fee	No Fee
Standard Installation - Basic, Key start	$330.00	$214.50
Non-Standard Installation - Includes push button, engine bay wiring required, some euro models	$490.00	$318.50
Additional Costs for Installation*	$150.00/hr	$97.50/hr
Monthly Lease & Service Fee (per calendar month)	$183.00	$118.95
Bi-Monthly Lease & Service Fee	$346.00	$224.90
Tri-Monthly Lease & Service Fee	$509.00	$330.85
Removal of Interlock Device - Standard	$130.00	$84.50
Removal of Interlock Device - Non-Standard	$180.00	$117.00
Unscheduled Service Fee (Non-compliance charge)	$80.00	$80.00
Temporary Unlock Code (Non-compliance charge)	$70.00	$70.00
Override/Temporary Bypass Code	$70.00	$70.00
Training Fee	$80.00	$80.00
Early Termination Fee	$250.00	$250.00
Loss Protection Plan (LLP) / Warranty Fee - Monthly	$7.00	$7.00
Missed Appointment Fee	$85.00	$85.00
Administration Fee	$120.00	$120.00
Report Fee	$150.00	$150.00
Multi-User Onboarding Fee	$75.00	$75.00
Multi-User Monthly Upkeep Fee	$140.00	$140.00
Multi-User Offboarding Fee	$75.00	$75.00
Transfer of Interlock to another Vehicle - Standard	$398.00	$398.00
Transfer of Interlock to another Vehicle - Non-Standard	$670.00	$670.00

Non-compliance charges

Additional fees may also apply if extra components are required to complete the installation.

*** Allows for additional labour and parts dependent on vehicle model, to be confirmed with your local service centre prior to installation.**

NSW INTERLOCK FEES cont.

Effective 1st October 2026

SERVICE	FULL FEE	CONCESSION
Voluntary/Commercial/In-Hom Service	N/A	N/A
Monthly Lease Motorbike Bag	$25.00	$25.00
Security Deposit	$600.00	$600.00
Hybrid Module	$100.00	$100.00
Warranty Fee Excess - Head Unit (if LPP paid)	$150.00	$150.00
Warranty Fee Excess - Relay Unit (if LPP paid)	$150.00	$150.00
Warranty Fee Excess - Camera Unit (if LPP paid)	$150.00	$150.00
Warranty Fee Excess - Full Replacement of all components (if LLP paid)	$450.00	$450.00
Head Unit Replacement (if LLP not paid)	$1032.00	$1032.00
Relay Unit Replacement (if LLP not paid)	$772.00	$772.00
Camera Unit Replacement (if LLP not paid)	$720.00	$720.00
Curly Cord Replacement (if LLP not paid)	$66.00	$66.00
Relay Harness Replacement (if LLP not paid)	$77.00	$77.00
Full Replacement of all components (if LLP not paid)	$2803.00	$2803.00

Non-compliance charges

Additional fees may also apply if extra components are required to complete the installation.

NSW FULL FEE EQUIPMENT REPLACEMENT

Head Unit	$1,032.00
Relay Unit	$772.00
Camera	$720.00
Relay Harness	$77.00
Curly Cord	$66.00
Misc- when complete unit requires replacement	$136.00
Total Device Replacement	**$2,803.00**

LOSS PROTECTION PLAN

Loss Protection Plan must be accepted at the time of install and paid continuously for the life of the program to qualify. Replacement cost is reduced to $150.00 per individual component. Loss Protection Plan applies to lost, stolen or accidental damage of goods. **Stolen goods must be supported by a Police Report.**

If a police report has not been supplied to head office within 7 days the participant will be billed the full cost of unrecovered items.

All pricing is inclusive of GST

CONCESSION CARDS

If a participant presents a Valid Commonwealth concession card or DVA Health Card in their name and can prove they receive the full benefit by providing a current income statement, they are entitled to receive a 35% discount on the monthly servicing and removal. To be elegible participants must sign a Centrelink confirmation consent form and comply with Smart Start Interlocks Concession Card Policy.

Examples of Concession Cards

KEY TERMS

TEMPORARY LOCKOUTS

A five minute lockout will occur when an initial breath sample is recorded as .02 BrAC

PERMANENT LOCKOUTS

Once the count down has expired your device will permanently lock out and an unlock code will be required to re-active the device.

INITIAL TEST

An initial test is required before the vehicle is able to start.

WARNING RE-TEST

A warning re-test will occur if alcohol or mouth contaminants are detected but are under the violation thresh hold.

INITIAL VIOLATION RE-TEST

A violation re-test will be required if a positive sample has been recorded.

ROLLING RETEST

A rolling re-test that is randomly requested by the interlock device while the engine is running.

UNLOCK CODES

There is a limit of 2 unlock codes per service period and each code is priced at $55.00. You have 6 hours once the code has been entered before the device will lock out. Once the 2 codes have been used the vehicle will then need to be towed to your service centre at your cost.

VIOLATION COUNTDOWN

Once violation limits have been reached, the interlock device will display a count down for 7 days.

CUSTOMER FEEDBACK

Smart Start Interlocks is commited to the provision of quality service to its participants and the community and has adopted Standard AS ISO 10002:2006 (Customer Satisfaction - Guidelines for complaints handling) as a best practice policy.

Smart Start Interlocks welcomes feedback, including complaints, from our participants. They allow us to correct any challenges with our service, give us a chance to re-establish our relationship with our participants and enable us to continually improve our customer service quality.

In Person:
Visit one of our Service Agents OR
Visit our Head Office:
31 Korong Road,
Heidelberg West VIC 3081

Electronically:
www.smartstartinterlocks.com.au
info@smartstartinterlocks.com.au

By Post:
Smart Start Interlocks
PO Box 3119
Ivanhoe North VIC 3079

Phone: 1300 256 900
After Hours Support Option '2'

Complaints Form can be found at www.smartstartinterlocks.com.au/Contact or at your Service Centre

WEB AND SOCIAL MEDIA

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Our Participant & Breath Technique videos are available on our website and YouTube Channel

youtube.com/smartstartinterlocks

FURTHER RESOURCES

Smart Start Interlocks NSW:

https://www.smartstartinterlocks.com.au/nsw-interlock-program

Transport for New South Wales

https://www.nsw.gov.au/driving-boating-and-transport/demerits-penalties-and-offences/offences/alcohol-and-drug-offences/alcohol-interlock-program

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EMERGENCY CONTACTS

FOR AFTER HOURS/ EMERGENCY INTERLOCK SUPPORT :

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