



New Mexico User's Manual

**Intoxalock**<sup>®</sup>

IGNITION INTERLOCK

# NEW MEXICO USER'S MANUAL

**ATTENTION!** It is your responsibility to read and understand all material contained within this booklet. Please keep this manual in a convenient and safe place to provide easy reference. If you have any questions, please visit [Myaccount.Intoxalock.com](http://Myaccount.Intoxalock.com) for support materials.

## **IMPORTANT – PLEASE READ CAREFULLY**

Federal and state laws strictly prohibit attempts to circumvent, bypass, or tamper with an ignition interlock device. These same laws strictly prohibit providing information to any individual regarding methods of circumventing, bypassing or tampering with an ignition interlock device.

Penalties for any type of tampering, circumvention, or bypassing of an ignition interlock system vary from state-to-state, but generally include large fines and jail time. In many states, attempts to interfere with or circumvent, tamper, or bypass an ignition interlock system is considered a felony and the sanctions are substantial. These sanctions apply to any user of the device. Also, passing information to others on methods of circumventing, tampering, or bypassing an ignition interlock system carry similar sanctions.

The device records all activity by the user and will detect attempts to circumvent. Power disruption to the device and any attempt to start the vehicle without first introducing a breath sample, or any other attempt to bypass the device's circuitry, is considered circumvention. You should take great care to ensure that you do not use the device in any way other than as detailed in your user's manual.

Our company is bound by your state's specific laws to identify and report all violations related to circumvention, bypassing, or tampering. The data logs generated by your use of the device will be carefully reviewed and any evidence of circumvention, tampering, or bypassing will be reported to appropriate state authorities.

## **To avoid possible sanctions and loss of driving privileges, strictly avoid the following:**

- 1) Disconnecting your device except at the time it is to be calibrated/exchanged.
- 2) Tearing, cutting, or disfiguring any tamper seals.
- 3) Cutting or in any way tampering with any of the wiring or cords.
- 4) Opening the case of the device.
- 5) Using anything other than your breath to introduce the breath samples (if someone else is driving the vehicle, they must blow into the device).
- 6) Having anyone other than the driver blow into the device to introduce breath samples.
- 7) Putting your key in the ignition prior to submitting your breath sample to start the vehicle (this does not apply to Retests since the vehicle is running).
- 8) Any other method or means of attempting to circumvent tamper or bypass the device.

If you have any questions regarding this notice, please contact us. Thank you.

# Chapter 1: GETTING STARTED

## Section 1.1 – Introduction

Your vehicle is (or will be) equipped with an Intoxalock Ignition Interlock Device. This device requires the driver to submit a breath sample for analysis prior to attempting to start the vehicle and randomly as the vehicle is being driven. This sample is examined for alcohol content and a reading is then displayed on the front of the Intoxalock LED screen. While enrolled in a BAIID (Breath Alcohol Ignition Interlock Device) program, there is a ZERO TOLERANCE policy to alcohol readings.

Please read all instructions prior to operating the Intoxalock Ignition Interlock Device. This unit is very easy to use, reliable, and accurate. The Intoxalock Ignition Interlock Device is manufactured with quality components and is designed for years of trouble-free use. It is, however, a highly sophisticated computer device and care must be taken to not abuse it. There are precautions that you need to take prior to and while operating the device to assure its continued successful operation:



MANY PRODUCTS CONTAIN ALCOHOL OTHER THAN BEER, WINE, OR LIQUOR AND WILL REGISTER A BREATH ALCOHOL CONTENT (BRAC). PLEASE REFRAIN FROM USING ANY PRODUCT THAT CONTAINS ALCOHOL AT LEAST 15 MINUTES BEFORE USING THE INTOXALOCK IGNITION INTERLOCK DEVICE. YOU WILL BE FULLY RESPONSIBLE FOR ANY AND ALL ALCOHOL READINGS, REGARDLESS OF THE SOURCE.



PLEASE DO NOT STORE OR LEAVE THE INTOXALOCK IGNITION INTERLOCK DEVICE ON THE DASHBOARD OR IN DIRECT SUNLIGHT. TEMPERATURES IN YOUR CAR CAN REACH 120°F OR MORE AND YOU WILL BE HELD RESPONSIBLE FOR ANY DAMAGE DONE TO THE INTOXALOCK INTERLOCK DEVICE..

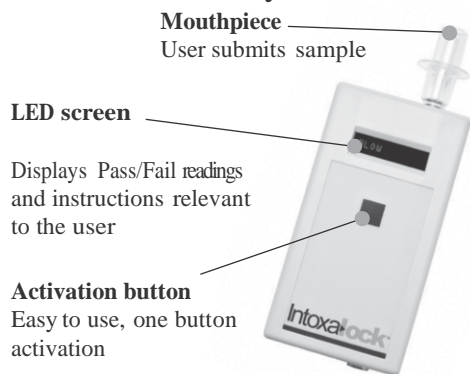


PLEASE DO NOT PLACE THE UNIT ON THE FLOOR OF THE VEHICLE WHERE IT MAY COME IN CONTACT WITH DIRT AND MOISTURE. YOU WILL BE HELD RESPONSIBLE FOR ANY DAMAGE DONE TO THE INTOXALOCK IGNITION INTERLOCK DEVICE.



CREATE AN ACCOUNT AT [MYACCOUNT.INTOXALOCK.COM](http://MYACCOUNT.INTOXALOCK.COM) IMMEDIATELY TO MANAGE YOUR ACCOUNT AND OBTAIN ANSWERS TO COMMON QUESTIONS.

## Section 1.2 – Anatomy of Intoxalock



PLEASE DO NOT EVER DISCONNECT INTOXALOCK AT ANY TIME UNLESS DIRECTLY INSTRUCTED TO BY A INTOXALOCK CUSTOMER SERVICE REPRESENTATIVE

# Chapter 2: USING INTOXALOCK

## Section 2.1 – Starting the Vehicle

**Step 1.** Enter vehicle and fasten your seatbelt.



**NOTE:** DO NOT PUT YOUR KEYS IN THE IGNITION YET!

**Step 2.** Press the activation button located on the front of Intoxalock device.

Intoxalock is now preparing the unit to accept a breath sample. This process should take approximately 6 seconds. In extremely cold weather this process will require more time as the internal heaters activate. Please refer to Chapter 7 for more details.



**NOTE:** WE RECOMMEND THE PROSPECTIVE DRIVER DOES NOT EAT OR DRINK ANYTHING, OTHER THAN WATER, 15 TO 20 MINUTES PRIOR TO ATTEMPTING TO START THEIR VEHICLE. FURTHER PRECAUTIONS INCLUDE DRINKING A GLASS OF WATER AND TAKING SEVERAL FULL AND DEEP BREATHS JUST BEFORE SUBMITTING THE BREATH SAMPLE. DO NOT ATTEMPT TO EAT ANYTHING WHILE USING THE INTOXALOCK EQUIPMENT.

**Step 3.** After the clearing procedure is complete, the following message will appear on the illuminated panel:

Blow

The driver should now submit a breath sample. The user must blow (exhale) into the Intoxalock device for approximately 2 to 4 seconds. Then inhale back through the unit for about 1 to 2 seconds. Finally, blow again for 2 to 3 more seconds or until the Intoxalock device signals that a valid sample has been accepted. It is important not to remove your lips from the mouthpiece while providing a sample. If you have any problems activating the device, please contact Intoxalock Customer Service for assistance.

**Step 4.** When a proper breath sample is obtained, the Intoxalock device will beep and the driver will hear and feel a short buzzing tone. This is the micro-pump taking a sample of the breath specimen. The unit will scroll: [SAMPLING]

Sampling

- If the BrAC is below the preset state limit, the driver will be able to start the vehicle.

The unit will scroll: PASSED Then:

Passed

Start

- At this point, a three (3) minute countdown will begin. The vehicle must be started before the countdown expires or the unit will reset and require another breath sample to start the vehicle.
  - If the BrAC equals or exceeds the preprogrammed limits (BrAC.025), the unit will display: [RED] [FAILED]
- ... And the ignition will not engage.

Failed



**NOTE:** AN ATTEMPTED BREATH SAMPLE THAT IS NOT SUCCESSFULLY TAKEN ON A START-UP WILL RESULT IN A TEMPORARY LOCKOUT. THE INTOXALOCK DEVICE WILL ENTER LOCKOUT IF SIX ATTEMPTS ARE FAILED IN THREE HOURS, OR TEN ATTEMPTS FAILED IN 30 DAYS. FOR MORE INFORMATION SEE SECTION 2.3.

## Section 2.2 – Retests

State regulation requires the driver to periodically submit a Retest while operating the vehicle to ensure that the driver's alcohol level remains below the preset BrAC limit. The Intoxalock LED screen display will alert the driver that a Retest is required 3-10 minutes after successfully starting the vehicle. The unit will scroll: [RETEST] [CLEARING] [BLOW]

Retest

Clearing

Blow

- Submit a breath sample in the same manner you used to start your vehicle.
- It is your responsibility to take all Retests in a safe and timely manner. If you do not take the initial request, the Intoxalock device will continue to ask for Retests giving you time to pull over or get into a safe driving pattern. If your Retest is not passed within the pre-determined time as set by the state, your unit will record this as a 'Refusal' and the horn on your vehicle will sound. You will need to find a safe location to turn the vehicle off. At this time you will enter into a 5 minute temporary Lockout. (See section 2.3 for more details) It is recommended that you take all Retests as soon as safely possible.
- If you fail a Retest the device will record this as a violation and enter into a Lockout after 10 failed retests. (See Section 2.3 for further details)
- If you pass the test, the device will allow you to continue driving normally. Intoxalock will ask for additional Retests every 30-60 minutes until the vehicle is shut off.



**NOTE: MAKE SURE TO TAKE ALL TEST REQUESTS! FAILURE TO DO SO WILL RESULT IN A LOCKOUT. THIS INCLUDES ALL RETESTS EVEN IF THE VEHICLE HAS BEEN SHUT OFF.**

## Section 2.3 – Lockout

A Lockout is a state mandated function that will not allow you to start your vehicle.

### TEMPORARY LOCKOUT

A Temporary Lockout will not allow you to start your vehicle during the countdown. Once the countdown has expired, you will be able to start your vehicle again with a passing breath sample. A Temporary Lockout will not require early service and is caused by:

- Five (5) Minute Temporary Lockout - If you fail on your 1<sup>st</sup> or 2<sup>nd</sup> start-up your Intoxalock will not allow another breath sample for five (5) minutes.
- Thirty (30) Minute Temporary Lockout – If you fail your 3<sup>rd</sup> or subsequent start-up test Intoxalock will not allow another breath sample for thirty (30) minutes.

### SERVICE LOCKOUT

If a unit goes into a Service Lockout, the Intoxalock LED screen will display: [LOCKOUT] [SERVICE IN 4 DAYS 23 HOURS AND 59 MINUTES]

Lock out

Service

4 days

The unit will display a countdown starting at 4 Days, 23 Hours, 59 Minutes during which you will be allowed to drive your vehicle as usual when the start-up test is passed. Once countdown expires the unit will not allow you to start the vehicle until it has been serviced.

The Intoxalock device will enter a Service Lockout if you:

- Fail any 6 start-up tests within a 3 hour period.
- Fail any 10 start-up or rolling retests within a 30 day period.
- Miss a calibration

**NOTE:** IN THE EVENT OF A LOCKOUT, EMAIL [HELP@INTOXALOCK.COM](mailto:HELP@INTOXALOCK.COM) AS NOTIFICATION. YOU WILL THEN NEED TO VISIT THE SERVICE CENTER FOR DEVICE CALIBRATION. YOU WILL BE RESPONSIBLE FOR ALL FEES TO INTOXALOCK AND YOUR SERVICE CENTER.

## Section 2.4 – Turning the Vehicle Off

**Step 1.** When you arrive at your destination, park the vehicle and turn off the ignition.

**Step 2.** Remove the keys and look at the Intoxalock LED screen.

At this point, Intoxalock will no longer be receiving signals from the vehicle that it is running. Normally, within 5 to 10 seconds Intoxalock will scroll: [WAITING FOR RESTART]



Re Start

Intoxalock will display a three (3) minute countdown:



2:59

**Step 3.** You may exit the vehicle as soon as you see the countdown appear. You do not need to wait for it to expire. Or you may restart the vehicle during the countdown without submitting another breath sample. Once the countdown has expired, another breath sample will be required to start the vehicle.



### **PLEASE DO NOT...**

EXIT YOUR VEHICLE UNTIL YOU SEE THE 'WAITING FOR RESTART SEQUENCE BEGIN'. THE INTOXALOCK DEVICE MAY REQUEST ANOTHER 'RETEST' PRIOR TO CONFIRMING THE VEHICLE HAS BEEN SHUT OFF AND YOU MUST TAKE THIS TEST. FAILING TO SUBMIT A BREATH SAMPLE COULD RESULT IN A TEMPORARY LOCKOUT.

LEAVE YOUR CAR RUNNING WHEN YOU'RE NOT IN IT. IT IS IMPOSSIBLE TO KNOW WHEN A 'RETEST' WILL BE REQUESTED.

(SEE SECTION 2.3 – FOR MORE DETAILS ON LOCKOUTS)

## Chapter 3: CALIBRATIONS

### Section 3.1 – Monitoring

All data is reported to your monitoring authority.

### Section 3.2 – Calibration

A calibration consists of testing to verify that the Intoxalock device is continuing to properly identify & register the presence of any alcohol content. The State of New Mexico requires that your unit be calibrated within 30 days of installation and every 60 days thereafter. A visit to the Service Center for our "Quick Exchange" fulfills this regulation in the shortest amount of time possible.

When a calibration date is approaching, the unit will display the service messages on the LED screen notifying you of how many days, hours, and minutes are left before your Intoxalock expires.

The unit will display: [PLEASE SERVICE IN \_\_\_ DAYS]



Service

Once the countdown has expired, the Intoxalock device will display: [UNIT NOT SERVICED IN TIME]

Not serv

At this point, you will not be allowed to start your vehicle until you have performed a calibration. It is your responsibility to complete the calibration request and arrive at the service center in time for your calibration to be performed prior to the unit expiring.

Note: your account must be in good standing in order to properly process your calibration. You can login to [Myaccount.Intoxalock.com](http://Myaccount.Intoxalock.com) to verify the status of your account.

## Section 3.3 – Completing Your Calibration

**QUICK EXCHANGE** – To complete your calibration, you will need to return to your service center before your current unit expires. The technician will complete the calibration testing required and make sure everything is working properly. You must pay the service center a small fee for this service.

## Chapter 4: REMOVAL OF INTOXALOCK

**Step 1.** Customer will be responsible for confirming removal eligibility with New Mexico Department of Transportation. The customer will then obtain a certificate from their monitoring authority.

**Step 2.** As soon as the customer receives this, he/she will need to go to [MyAccount.Intoxalock.com](http://MyAccount.Intoxalock.com) and request a removal of their device. Intoxalock will then arrange an appointment with a Service Center.



**NOTE:** You are not legal to drive until you have received your Unrestricted License.

## Chapter 5: ACCOUNT INFORMATION

### Section 5.1 - Paperwork

- Lease – Immediately following installation of your Intoxalock equipment, you will need to go online to [MyAccount.Intoxalock.com](http://MyAccount.Intoxalock.com) and e-sign your lease.
  - You will be able to print a copy for your records if you choose.
  - If you are unable to access your online account, please email us at [HELP@INTOXALOCK.COM](mailto:HELP@INTOXALOCK.COM).
- Certificate of Installation – Upon completion of the installation, you will receive a copy of the Certificate of Installation and the Driver's Self-Certification form. Intoxalock will send a copy of the Certificate of Installation to the Department of Transportation.
- Certificate of Removal – Upon completion of the removal, the technician will sign your Certificate of De-Installation for your records. Intoxalock will send a copy of the Certificate to the Department of Transportation.

### Section 5.2 – Account Billing

Intoxalock offers multiple payment options for your convenience:

- Pay online through Your Account at [MyAccount.Intoxalock.com](http://MyAccount.Intoxalock.com) 24 hours a day, 7 days a week.
- Set up automatic billing to a debit/credit card. Payments will be billed once a month, starting the first month after your installation. If your billing date falls on a weekend or holiday, the billing will occur the business day before.
- Mail a check or money order to Intoxalock, PO Box 8773, Carol Stream, IL 60197. Please be sure to include the account number and name of the account holder for faster service.

- Check by phone (There is a small fee for this option).

## Section 5.3 – Online Account Access

Go to [MyAccount.Intoxalock.com](http://MyAccount.Intoxalock.com) to create your online account. With this access, you will be able to:

- Verify Calibration Status
- Change your address
- Report vehicle maintenance
- Make a payment
- Extend your lease
- Sign your lease or lease extension
- Review the user's video & manual

## Section 5.4 – When to Contact Intoxalock

Contact Intoxalock at (877) 777-5020 immediately IF...

- 1) You have been in an accident that might have damaged your Intoxalock
- 2) Your vehicle has become un-drivable for any reason
- 3) An Intoxalock unit has been damaged in any way
- 4) An Intoxalock unit has been lost or stolen
- 5) You are no longer going to be driving your vehicle for ANY reason



**NOTE:** YOU ARE RESPONSIBLE FOR THE COST OF LOST, STOLEN, DAMAGED, AND UN-RETURNED EQUIPMENT. PLEASE CONTACT INTOXALOCK IMMEDIATELY TO AVOID POSSIBLE LOSS OF DRIVING PRIVILEGES AND ADDITIONAL COST.

# Chapter 6: VEHICLE MAINTENANCE AND SERVICE WORK

## Section 6.1 – Major Repairs and Service Work



**NOTE:** IF, FOR ANY REASON, YOUR VEHICLE MUST BE SERVICED, YOU MUST NOTIFY INTOXALOCK PRIOR TO ANY SERVICE WORK BEING DONE. THIS CAN EASILY BE DONE WITHIN [MYACCOUNT.INTOXALOCK.COM](http://MYACCOUNT.INTOXALOCK.COM).

Even if you are doing the work yourself, please notify Intoxalock prior to starting the work.

You can notify Intoxalock of the work being done by logging into My Account at [www.MyAccount.Intoxalock.com](http://www.MyAccount.Intoxalock.com) by clicking on Report Maintenance. You will need to provide the name and phone number of the repair center performing the work, when the work is to begin and the expected date of completion, the type of repair, and a general description of what is being done. You will also be able to download an instruction sheet to print out and give to your service provider.

It is critical that your technician understand they are about to work on a vehicle equipped with an Intoxalock ignition interlock. If you or your service provider has questions about working on a vehicle equipped with an Intoxalock you must contact our Service Technician Assistance Network prior to service work being started. You are responsible for any Lockouts or damages to your equipment caused by you or your service provider. Repair/replacement costs can range up to \$2,995.00. It is advised you keep a copy of all receipts to verify work done on the vehicle with the state if necessary.



## Section 6.2 – Charging and Jumping the Battery

Your vehicle battery must remain charged at all times to accommodate the interlock system. We understand that not everyone drives their vehicles regularly. However, because the interlock system requires power from your battery, it is critical that you start your vehicle at least four (4) separate days per week for five (5) minutes each to allow the battery to remain charged. State regulations may require a mandatory re-test within the five (5) minute period and you must provide a breath sample. Your IID monitor requires that they receive confirmation that the equipment is installed and working properly at all times which makes this requirement critically important.

If, for any reason, your vehicle must have the battery disconnected you must report vehicle maintenance at MyAccount.Intoxalock.com before you begin. Your account will be noted as to the work being done.



**NOTE:** ANY ELECTRICAL WORK DONE TO YOUR VEHICLE CAN BE EXTREMELY DAMAGING TO INTOXALOCK. IF INTOXALOCK IS DAMAGED IN ANY WAY, THE CLIENT WILL BE HELD RESPONSIBLE FOR ITS REPAIR OR REPLACEMENT. THE REPLACEMENT VALUE OF INTOXALOCK CAN BE UP TO \$2,995.00.

## Section 6.3 – Switching Vehicles

If, for any reason, you should wish to change the vehicle the device is installed in, you must call Intoxalock to schedule the appointments and to verify the correct procedures with regard to the regulations in New Mexico. You will be responsible for all costs associated with the vehicle exchange, including removal from the old vehicle, installation into the new vehicle, and any paperwork processing required by the state.

## Chapter 7: TIPS FOR CARE AND USE OF INTOXALOCK



**NOTE:** IF YOUR DEVICE IS STOLEN OR DAMAGED IN AN ACCIDENT IT COULD COST YOU UP TO \$2,995.00. ASK YOUR INTOXALOCK REPRESENTATIVE ABOUT HOW YOU CAN PROTECT YOURSELF WITH A DEVICE PROTECTION PLAN.

Extremes in temperature conditions may necessitate a longer clearing/warm-up procedure. In very hot weather and in very cold weather Intoxalock may take up to 3 minutes to prepare before a breath sample may be submitted.

### Section 7.1 – Hot Weather Use

- 1) Please DO NOT place or leave Intoxalock in direct sunlight. On particularly sunny days temperatures inside your car may exceed 120° F.
- 2) Please DO NOT disconnect Intoxalock unless otherwise instructed to by an Intoxalock Customer Service Representative.
- 3) Please keep Intoxalock in a shaded place.
- 4) Please DO NOT ‘cool off’ the vehicle by leaving it running while you are not in it. It is very likely you will miss a Retest and be subject to a Lockout.
- 5) Please DO NOT attempt to keep Intoxalock cool by storing it with ice. The water will cause damage to Intoxalock.

### Section 7.2 – Cold Weather Use

- 1) Blow slowly through the air tub assembly in an effort to warm the inside of the device. Never insert any objects into this portion, as it may result in damage.
- 2) Please keep hand held in upright position to prevent moisture from damaging the unit.
- 3) Please DO NOT disconnect Intoxalock unless otherwise instructed to by an Intoxalock Customer Service Representative. However, you may remove the mouthpiece and keep that in a warm place until you need it.
- 4) Please DO NOT ‘warm up’ the vehicle by leaving it running while you are not in it. It is very likely you will miss a Retest and be subject to a Lockout.

- 5) Before pressing the front activation button, it is possible to warm Intoxalock by blowing into it 3 to 4 times, or by wrapping it in a warmed towel.

## Section 7.3 – Cleaning and Caring for Intoxalock

Every Intoxalock is cleaned and sanitized before it is sent to any customer. Intoxalock does not recommend cleaning or washing the hand held device. Mouthpieces can be washed in hot, soapy water. Please DO NOT use any cleaning or sanitizing product that contains alcohol.

## Chapter 8: FREQUENTLY ASKED QUESTIONS

### **Q: Will Intoxalock ever shut my car off?**

A: Absolutely not. Once you have successfully passed your initial breath test and started your vehicle, your vehicle will continue to run until you choose to turn it off. Intoxalock is incapable of turning your vehicle off.

### **Q: Who do I call with problems or questions about how my Intoxalock is operating?**

A: Please call Intoxalock's Customer Service Department toll free at (877) 777-5020. You will be connected to one of Intoxalock's Customer Service Representative who will be able to assist you. Please be certain to make note any and all messages that appear on the digital display. This will aid in giving you the fastest and most effective assistance we can. You may also e-mail us at [HELP@INTOXALOCK.COM](mailto:HELP@INTOXALOCK.COM).

### **Q: What exactly does Intoxalock keep track of?**

A: It records the time and date each time you start your vehicle or take a Retest, as well as your breath alcohol content, any unauthorized attempts at starting your vehicle, and any tampering or unauthorized manipulation of Intoxalock.

### **Q: How often must I start my vehicle?**

A: We understand that not everyone drives their vehicles regularly. However, because the interlock system requires power from your battery, it is critical that you start your vehicle at least four (4) separate days per week for five (5) minutes each to allow the battery to remain charged. State regulations may require a mandatory re-test within the five (5) minute period and you must provide a breath sample. Your IID monitor requires that they receive confirmation that the equipment is installed and working properly at all times which makes this requirement critical.

### **Q: What should I do when I have completed my requirements and I no longer need Intoxalock?**

A: Visit [MyAccount.Intoxlock.com](http://MyAccount.Intoxlock.com) when you have confirmed eligibility with the DOT. You will be able to pay final balance and request a time for the removal of your equipment. A Customer Service Representative will schedule the appointment for the de-installation at the nearest authorized Intoxalock Service Center.

### **Q: Where can I find more information regarding state specific requirements and regulations?**

A: You may contact the state DOT at (800) 541-7952 if you have additional questions.

## Chapter 9: GLOSSARY OF TERMS

**BAIID or IID:** Abbreviation for 'Breath Alcohol Ignition Interlock Device' or 'Ignition Interlock Device'. Generic term used to describe all ignition interlocks.

**Blow Again:** Message appearing on Intoxalock LED Screen. According to the regulations set by each state, the user must submit a breath sample that is measured in terms of both pressure and amount. If the sample is inadequate in any way, Intoxalock will request a second sample.

**Blood Alcohol Content (BAC):** The concentration of alcohol in the blood, expressed as the weight of alcohol in a fixed volume of blood and used as a measure of the degree of intoxication in an individual. The concentration depends on body weight, the quantity, rate of alcohol ingestion, and the rates of alcohol absorption and metabolism. Also called blood alcohol level.

**Breath Alcohol Content (BrAC):** The concentration of alcohol in a sample of breath, expressed as milligrams of alcohol in a fixed volume of breath and used as a measure of the degree of intoxication in an individual. The concentration depends on body weight, the quantity, rate of alcohol ingestion, and the rates of alcohol absorption and metabolism.

**Clearing:** Message appearing on Intoxalock LED Screen just prior to the submission of a breath sample. Intoxalock will prepare for a new breath sample by clearing the fuel cell of any ambient readings.

**Countdown:** Intoxalock will use the LED Screen to inform the user of how many days are remaining to service Intoxalock. Countdowns are used for calibrations, Lockouts, log fulls, and technical issues. If Intoxalock ever begins a countdown at an unexpected time, please contact Intoxalock at [HELP@INTOXALOCK.COM](mailto:HELP@INTOXALOCK.COM).

**Failed Sample:** Denotes an attempted sample that for any reason was not passed. A sample may be failed due to high BrAC, inadequate breath submitted, a missed or refused test, or attempted tampering.

**Handheld:** Intoxalock is comprised of two pieces: the Handheld and the Relay. The Handheld is the part that receives the breath sample and analyzes it for the BrAC.

**LED Screen:** Digital display located on the front of Intoxalock. Display is used to give basic instructions and information to Intoxalock user.

**Lockout:** Message appearing on Intoxalock LED Screen. It is a condition that requires Intoxalock be serviced within a set number of days or the vehicle will be immobilized. Submitting BrAC(s) in excess of the state regulations or by missing or failing a Retest causes Lockouts. Conditions for Lockouts vary from state to state. For more information, please refer to Section 2.3.

**Monitoring:** All violations will be reported to the appropriate monitoring authorities as required by state law. This can include, but is not limited to: BrAC level, date, time, photo, and GPS location.

**Mouthpiece:** Removable plastic receptacle that fits into the top of Intoxalock. Replacements will be sent with each calibrated handheld.

**Calibration:** According to state regulations, Intoxalock must be calibrated at regular intervals. Please see chapter 3 for more details.

**Relay:** Intoxalock is comprised of two pieces: the Handheld and the Relay. The relay is the vehicle interface control module, which operates as the ignition interrupt device.

**Retest:** According to state regulations breath samples must be submitted at random intervals while the vehicle is running. Please see Section 2.2 for more details.

**Service Center:** Any Intoxalock approved location which is authorized to perform installation and removal of the device.

## Chapter 10: CONTACT

Driver may contact the New Mexico Traffic Safety Bureau at 1-800-541-7952 if he/she has a complaint about the device or the service the driver receives from the service center operator.

### MY ACCOUNT

[www.Intoxalock.com/MyAccount](http://www.Intoxalock.com/MyAccount)

### SERVICE CENTERS IN YOUR AREA

<http://tsc-services.unm.edu/lic/ApprovedProviders.aspx?20>

### Mail correspondence to:

Intoxalock  
11035 Aurora Ave  
Des Moines, IA 50322

### Mail payments to:

Intoxalock  
PO Box 8773  
Carol Stream, IL 60197

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



[www.Intoxalock.com](http://www.Intoxalock.com)

Last revised  
4/16/2018