

# KEYS TO SUCCESS

## Completing the TN Department of Safety IID Program without Extension

### **KNOW YOUR VIOLATIONS: Violations may result in an extension of your program**

1. **ROLLING RETESTS:** The IID will prompt for a rolling retest at random intervals. State regulations allow for up to 6 minutes to perform the rolling retest. This gives you some time to pull over, put your vehicle in park and take a breath test that will only last a few seconds. Missing or failing a rolling retest is a VIOLATION. **TAKE EVERY TEST** that is requested.
2. **ALCOHOL VIOLATIONS:** the device is calibrated to fail at .02 BrAC. Smart Start Devices have fuel cell technology and do not produce false readings. Some products that we use every day have a low amount of alcohol, such as mouthwash. Therefore, when you get in your car and take your initial test after using mouthwash, the Interlock Device will detect that alcohol in the product. Smart Start recommends you swish your mouth with water before taking every test.
3. **ALWAYS RETEST:** You have 10 minutes to perform your retest after a FAIL warning on your headset. **EVEN IF** you are pulling into your parking spot you must take the retest or the device will violate you for skipping the test. If your retest indicates a fast decline in BrAC level, this can help confirm that you were not consuming alcohol at the time the reading was recorded.
4. **VIEW OF CAMERA:** All tests must be taken in view of the camera. You will get a violation, even if you pass a test, if you are not in view of the camera. It is a violation to have another person test for you if you are driving. If another individual is driving the car, they will need to blow into the device, this will NOT violate you.
5. **APPOINTMENT DATES:** **You are required to have your device calibrated every 30 days.** Failure to calibrate your device could result in an extension of the program for a minimum of 120 days up to 365 days. Your monthly calibration service date can always be found on your service ticket/receipt. Alternatively, use #1 on your device to obtain your appointment.

### **SCHEDULING: We want to service you properly**

1. **ALWAYS SCHEDULE:** Lockouts, missed calibration appointments, transfers and removals can be scheduled by calling your local service center. The 1-800-880-3394 number found on your device does not handle scheduling.
2. **MISSED CALIBRATION APPOINTMENTS:** If you are not going to be able to make your scheduled calibration appointment, you **MUST** call 48 HOURS in advance to reschedule to avoid missed appointment fees. You have a 7-day grace period beginning on your monthly anniversary date to come in for calibration. On day 8 your device will enter "service lockout" mode. Missing your monthly calibration could result in an extension of the program for a minimum of 120 days up to 365 days.
3. **LOCKOUTS:** If you go into lockout, you must first call your service center for an appointment. After setting your appointment, call 1-800-880-3394 to obtain your lockout code to be able to start your vehicle. Once you enter your lockout code, your device will begin a countdown to which you must be serviced before it ends. **DO NOT USE ANY UNLOCK CODE** until you know you have a scheduled appointment. If the lockout code expires before you are in for service, you risk having to tow your vehicle. Be aware, you are limited on the number of lockout codes during your program.

- a. **LOCKOUT FEES:** lockout fees caused by a mechanic can be waived provided you call the 1-800-880-3394 number and there are ZERO violations prior to the service work. REGARDLESS OF WHAT CAUSES THE LOCKOUT, if there is even 1 alcohol violation, the rules and regulations of the program prohibit us from waiving a lockout fee.
4. **TOWING:** DO NOT tow your vehicle to any service location, for any reason, until you have permission by your service center. Vehicles towed to a service location will be towed away at the client's expense.

### **WAIT THERE'S MORE: This may be some of the most important info you need**

1. **VEHICLE WORK:** There may be times a vehicle with a Smart Start IID installed will need to be serviced by a mechanic. You can apply for a TN Department of Safety Toll Period to pause your interlock program. Request this Toll form by calling 1-800-880-3394 or email TNRemoval@smartstartinc.com.
  - a. Missing your monthly calibration while your vehicle is in for service could result in an extension of the program for a minimum of 120 days to 365 days.
  - b. It is important that your car battery and alternator is performing adequately. Low voltage will cause intermittent power issues for your IID. This can cause missed tests and therefore violations.
  - c. For more information on TN Toll Period visit <https://tnignitioninterlock.zendesk.com/hc/en-us/articles/360031421954-I-ve-wrecked-my-car-now-what->
2. **TECHNICAL SUPPORT:** If you get a code on your device, please see page 5 for quick reference. If you continue to have issues, please call your local service center or Smart Start customer service, 1-800-880-3394.
3. **MISCONDUCT:** unauthorized removal of the IID can result in prosecution of a **Class A Misdemeanor**. Failure to return a device can result in a **Class E Felony** after 60 days for Theft of Property.
4. **REMOVAL PROCEDURE:** IIDs in Tennessee cannot be removed without approved authorization from the TN Department of Safety. Please refer to page 6 for the TN Department of Safety Compliance Based Removal Process. If you choose to have the IID removed before completing the TN requirements, you must sign an "Early Removal Form." You can obtain this form from your local service center, or by emailing TNRemoval@smartstartinc.com. Be aware, early removal will cause your license to be revoked/suspended.

### **ALL SMART START of TN COMMUNICATION IS THROUGH EMAIL OR MAIL**

Please be sure that TNremoval@smartstartinc.com is not going to your SPAM folder