

Smart Start User Guide



Separating Drinking From Driving

1-800-880-3394

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Nationwide Service

Smart Start participants can be serviced at any of our shop locations nationwide. Please visit our website for a list of locations. It is strongly recommended that you contact the shop prior to arrival to ensure that they are able to service your vehicle in a timely manner.

Direct Access Record System (DARS)

The information you provide to Smart Start must match your records with the MVA. If your files are not accepted, we must research your records in the DARS database. This will result in a \$20.00 charge per account.

Who Do I Contact?

1) Contact the Main Hotline (1-800-880-3394) regarding:

- General Information about our interlock devices
- Scheduling the initial appointment/installation
- Service Center Locations (or visit <http://www.smartstartinc.com>)
- Disputing a Violation Letter from the MVA (see Policies & Procedures)

2) Contact your local service center regarding:

- Rescheduling an appointment
- Scheduling a Removal (see Policies & Procedures)

3) Contact the Smart Start of Maryland (ph:410-848-9523) regarding:

- Billing Inquires
- Towing Policy (see Policies & Procedures)

4) Contact the MVA (1-800-950-1MVA(1682) regarding:

- Information pertaining to log files
- Questions about violation letters (see policies & procedures)
- www.marylandmva.com → Driver Services → Driver Wellness Safety → Ignition Interlock Program

9 Tips to Help You Successfully Complete the Smart Start Interlock Program

- 1) Read this user manual thoroughly.
- 2) Avoid violations and refer to the Code of Maryland Regulations. For additional information from the MVA, please visit www.marylandmva.com.
- 3) Learn how to operate the interlock device properly. Watch the video, refer to this manual, or ask your technician. Call the 800 number for additional help.
- 4) Some foods can register a BAC reading and will cause a violation. To avoid these violations, drink or rinse your mouth with water prior to every test and avoid eating food or drinking other beverages 5-10 minutes prior to blowing into the device.
- 5) Show up on time and pay for your monthly service, or alert your technician if you are unable to make an appointment or need to reschedule.
- 6) Be proactive if you receive a violation and are unsure of the reason. Call our 800 number for assistance.
- 7) Alert Smart Start immediately if you are unable to return for service or if there are updates to your address, phone number, registration or drivers license.
- 8) Keep all receipts whenever your vehicle is being serviced.
- 9) The day following your final service, the MVA will receive your final report. If you completed the program, a successful completion letter will be mailed to the address registered with the MVA. When you receive this, call your service center to schedule the removal of the unit.



SSI-1000/ SSI-20/20 USER INSTRUCTIONS



SSI-1000

Smart Start utilizes two ignition interlock devices, the SSI 1000 and the newer SSI 20/20. Both units require the user to take and pass a breath test before the vehicle will start. If the breath alcohol sample submitted is at or above the preset fail level, the vehicle will not start.

HOW TO TAKE A TEST

1. The unit is turned on by putting the ignition switch into the "on" position. The unit will power up and the LED will display "BLOW". In certain conditions, the initial display may show "WAIT", ###. This is a count down timer until the unit is warmed up. This condition will occur more often in cold environments. When display reaches 0, the LED will then display BLOW. You can only test when the LED displays BLOW. *In addition, it is highly recommended that you rinse your mouth with water and avoid eating 10 minutes prior to testing to eliminate breath contaminants from foods or other beverages.*

2. The proper way to test is to blow steadily into the mouthpiece for 2-3 seconds and then, without interrupting the air flow, hum while saying the word "WHO" or "EWW" for the remainder of the test. During a test, the LED will display TEST. Keep blowing into the mouthpiece until the unit clicks and beeps three times indicating that the test is complete.

3. After a successful test the LED will display WAIT (20/20 unit will display ANALYZING) while it analyzes the breath sample. The unit will analyze the breath sample and will display either PASS, WARN, FAIL, or VIOL. Once the vehicle is started, your device will randomly ask for additional tests. See RETESTS below.

ABORTED TESTS

If you do not complete the test properly, the LED will display ABRT which means Abort. Please note that this is not a failed test or a violation. Possible causes for an abort are blowing too hard (20/20 reads ABORT HARD), sucking air through the mouthpiece, interrupting the flow of air between the blow & hum transition, not blowing hard enough or long enough (20/20 reads ABORT EARLY), or not performing the voice tone properly (20/20 reads ABORT HUM). Should this occur, wait for the unit to display TEST and try again.

SUCCESSFUL TESTS

After you successfully complete a test, the unit will display either PASS, WARN, or FAIL/VIOL. If you blow a PASS or a WARN you may operate your vehicle as normal. However, a WARN indicates that alcohol was detected and is close to the .025 BAC limit.

If your BAC level is at .025 or above, you will receive a FAIL or VIOL, one violation point will be deducted and you will also have to retest in order to start your vehicle. The unit will cycle back to WAIT and then to BLOW.

RETESTS

Once your vehicle is started, the device will ask for retests by beeping and flashing the word BLOW. Be sure to drink some WATER prior to each and every test. Failure to take the retest in the allotted amount of time is a violation. When using the device, always practice safe driving habits and keep your eyes on the road. If necessary, you should find a safe place to park before taking a retest.

LED DISPLAYS DESCRIPTION

WAIT -The unit is preparing for a breath test.

BLOW - The unit is ready to accept a breath test.

NV## or VIOL REMAIN ## - The number of violations remaining before the unit goes into the grace period before lockout. (20/20 unit, press pound (#) three (3) for info)

SVC / L ### - A reminder of the hours remaining until you lockout due to missing your monthly service.

(L ###) / NV 0 or BLOW/VLOCK@#D## - A reminder of the hours remaining until you lockout due to violations.

LOCK / NV 0 or LOCKOUT VIOL - The device is in lockout due to violations. You must call the service center for assistance.

APPT - A reminder the appointment date is approaching. Press the 4 button to see the date and time. (20/20 unit: #1)

FALT - Unit has detected a problem -bring vehicle in for service immediately or call 800 # for assistance

WAIT 080 - The unit has detected a problem and requires a replacement of the head unit. Please call the 800# for assistance.

SSI-1000 / SSI-20/20 USER INSTRUCTIONS

continued



LOCKOUTS

The LED displays the number of violations remaining while in normal operation mode as NV ##. The counter starts with the maximum available violations and counts down. Each time a violation is indicated, the unit will subtract 1 from that number. The device will lockout, the LED will display LOCK, and not allow you to take a test under the following 4 conditions.

1 – TEMPORARY LOCKOUT - A short lockout, typically fifteen minutes, (set by your State laws) occurs when you blow 3 fails in a 15 minute period. The device will temporarily lockout. This can happen before you start your vehicle OR after you start the vehicle and then fail 3 RETESTS! During this lockout, the device will not allow you to test. Use this time to drink WATER and test again when the device is ready. NOTE: If this happens while you are driving, the device will not reset until you turn your vehicle off for 15 minutes.

2 - RESTRICTED DRIVE TIME LOCKOUT - A drive time lockout occurs if the unit is programmed with restricted driving times, as ordered by the monitoring authority. During the restricted lockout time, the device will not allow you to take a test or start your vehicle.

3 - SERVICE LOCKOUT - Before a service lockout occurs, the LED will display SVC / L ####. This is the number of hours remaining before the device will lockout due to missing your service date. Once the device displays LOCK, please contact your service provider for assistance or see below for UNLOCK CODES. **DO NOT IGNORE THE SERVICE WARNING** grace period.

4 - VIOLATIONS LOCKOUT - A violation lockout occurs after losing your last violation AND exceeding the allowed lockout grace period. A violation is caused by a high level breath failure, by missing a retest, or by starting the vehicle without passing a test. The LED display will show the number of hours left until the lockout occurs. (L####). Once the device displays LOCK (20/20 units will display LOCKOUT VIOL), please contact your service provider for assistance. **DO NOT IGNORE THE LOCKOUT WARNING** grace period.

UNLOCK CODES

Once the device is in lockout, you may call the 800 number to receive an unlock code to enter into the device (*charges apply*). Simply enter this code into the unit by use of the keypad. This code will give you six (6) hours to take your vehicle into a service center. Note that the code does not disable the device. It simply resets the lockout time and still requires the user to take and pass a test before the vehicle can be started. Upon passing a test, the vehicle should be brought into a service center for resetting. This code changes every day and is only good for one time. If you fail to return to a service center within the six hour window, *you will be responsible for having your vehicle towed.*



SSI 20/20

Please be aware that:

You must drink WATER prior to each and every breath test. This will eliminate breath contaminants.

When using the device, always practice safe driving habits. You have several minutes when asked to take a Retest. Find a safe place to park before taking a retest. Missing a Retest is a violation and will be recorded by the device. Also, once the device begins asking for a retest, be sure to take the test before turning off your ignition or you will lose a violation.

A low car battery may cause you to retest every two minutes. *It is your responsibility to maintain the electrical system in your vehicle.* 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 one hour to avoid a power disconnection from being reported.

Anyone can drive your car, but they must use the device. *You are responsible for all readings recorded by the device.*

The interlock device does not affect the engine's operation and cannot turn your engine off once it is running.

You should keep the unit in its mount so you can see the display. With the radio playing loudly, or a window down, you may not hear the beeping the interlock 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 clients who are hearing impaired. Also, do not expose the unit to moisture or liquids. *You are responsible for damages due to negligence or abuse of the device.*

Appointment information for the SSI-1000 can be accessed by pressing 4. Users with the SSI 20/20 can press pound (#) one (1).



POLICIES & PROCEDURES

Towing Policy

If your unit locks out or is not operating properly, we may ask you to tow your vehicle to the nearest Smart Start location (call the 800 number for the closest location). If the problem is found to be with the device, *we will credit your account for the amount of the tow bill. You will be responsible for the tow bill if the problem is not unit-related.*

You will then need to fax a copy of your tow/service bill to Smart Start of Maryland at 410-848-9530. Be sure that the copy is legible and include your name, birth date, contact number, and the reason you are requesting a credit. Once the information is reviewed and it is confirmed that there was a problem with the device, the money owed will be credited directly into your account so that the next time you arrive for service, you will have a negative balance. If you have any questions or would prefer to speak with someone directly, please call the Smart Start of Maryland at 410-848-9523.

Lockout Procedure

If you are locked out due to violations or missed service appointment, you may call the 800 number to receive a lockout code (charges apply). This code will give you 6 hours to bring your vehicle in for service, after which you will have to have it towed at your expense. It is important to note that if your vehicle has not been in use for an extended amount of time, the battery may be dead and therefore the vehicle must be towed to a shop at your expense. See *above for more information on our towing policy.*

MVA Violation Letters

If you receive a warning letter from the MVA and are not sure of the nature of the specific violation or would like to dispute a violation, please be prepared to fax:

- a) The complete violation letter
- b) A legible written/typed explanation regarding the violation
- c) Any other documentation or receipts pertaining to the incident

Please fax to our Smart Start corporate offices at 972-929-6638. Once the fax is received, your case will be reviewed by Smart Start and the appropriate information forwarded to the MVA. It is recommended that you follow up within 24 hours to make sure they received your fax. *We can not guarantee that the MVA will overturn your specific violation, even after the review process occurs.*

*****Please keep in mind, violations due to alcohol readings will likely not be overturned and can not be contested by Smart Start. If you received a violation due to a food, we strongly recommend that in the future, you don't eat 10 minutes prior to use and that you drink or rinse your mouth with water prior to every test. If you still want to challenge a reading, you will need to forward this information directly to your MVA case manager.***

Access to Data

Currently, we are unable to provide data directly to clients. All log reports are sent directly to the MVA, so any requests for such information can be made through them.

Removal Procedure

The current procedure, determined by the MVA, is that they will generate a "Successful Completion" letter, which will be mailed directly to you once you have fulfilled your requirements. You will then need to schedule a removal with your local service center, making sure to bring your letter along. Once again, these policies are created by the MVA and subject to change at any time. If you choose to have the interlock removed without approval from the MVA, you will need to contact our 800 number.

****Return of Leased Equipment****

If your car is inoperable, your license has been suspended, etc. **Whatever the circumstances, as stated in your lease agreement, it is *your responsibility to return the leased equipment or to arrange for the removal of the interlock device. To avoid accruing leasing charges, it is recommended that you act as soon as possible when you know that you will be unable to return for normal service. Simply keeping the interlock on your vehicle will not keep you in compliance with state regulations (see Code of Maryland Regulations) so it is in your best interest to resolve this quickly. If there is a legitimate reason that you will miss a service (sickness, auto repairs, etc.) you should contact Smart Start immediately at our 800 number as well as the MVA or your case manager. Unreturned equipment is considered felony theft, and will be handled appropriately.*** If you need to arrange for an on-location removal, please contact Smart Start of Maryland at 410-848-9523. Field service charges will apply.

FREQUENTLY ASKED QUESTIONS

1) What information is reported to the MVA by the Ignition Interlock Service Provider?

Typically, the provider prepares a report for the MVA each month that includes information about:

- You the driver, your vehicle and other program information;
- Any instances where you had a high blood alcohol concentration (BAC);
- Any instances where you tried to start the vehicle without taking the test;
- Any instances where you failed the rolling retest or refused to take it;
- Any bypass of the device, which is if you tampered with or disconnected the device;
- The number of times your vehicle was started and stopped;
- The distance traveled by your vehicle.

2) How long must I participate in the Ignition Interlock Program?

When you receive information about the program, you should be advised of the minimum length of time that you must participate. However, this time period could be extended if you violate any of the program rules or if you have other driving-related problems. Also, it is important to understand that you will not begin receiving credit for participating in the program until you have had the ignition interlock device installed AND obtained the restricted driver's license.

When you are near the end of your required participation period, the MVA will send you a letter explaining what to do next. Typically, you will need to take the MVA letter and your restricted license to any MVA branch office and apply for an "unrestricted" license. Then, take the MVA letter to your Ignition Interlock Service Provider and have the device removed. Until both of these actions are completed, be sure to carry the MVA letter with you when you drive.

3) Why has my required time in the Ignition Interlock program been extended?

Each time you have one or more infractions during a monitoring period, you will receive a letter of notification, and your required time in the program will be extended by one month. If there is a fourth monitoring period containing an infraction, you will be terminated from the program, and your original suspension or revocation will be imposed.

4) Will the Ignition Interlock unit drain the battery?

The device draws less than 1/4 of one amp when not in operation and it draws (1/2) half of one amp when it is preparing for a test. This is minimal drain on the battery of a properly functioning vehicle electrical system. The device will not drain the battery to the point where it will not start unless the vehicle is not started for approximately 5 consecutive days. This period will be shorter if the electrical system is not functioning properly such as poor alternator output or dead cells in the vehicle battery. These symptoms are common in vehicles 5 years old and older. In such a case, the vehicle would have battery problems with or without an interlock device. Just as tires on a car wear out with use, so do batteries and alternators and they are considered standard maintenance items for proper vehicle upkeep.

We encourage clients to start their vehicles on a regular basis so they maintain a charged battery. Keep in mind, the court order states the unit should be installed in the vehicle most often used. If the car sits unused for extended periods of time, it is an indicator that you may be driving another vehicle that is not equipped with interlock.

5) Why does my unit keep aborting?

The majority of all aborts are caused by improperly blowing into the unit. If the aborting continues, the client should always call the Smart Start Service Center for advice.

6) Will the device shut my engine off?

The device is designed to prevent the starting of a vehicle if a breath test is not passed. There is only one wire interrupted for the installation of the ignition interlock device and it serves no other purpose than to send the signal to the starter for the vehicle to start once the test is passed. If the individual fails a test while driving, it simply records a violation; it does not shut the vehicle down.

7) What is the difference between T-Cell (non-alcohol specific) vs. the Fuel cell (alcohol specific device)?

A fuel cell sensor is an electrochemical device in which the substance of interest, in this case alcohol, undergoes a chemical oxidation reaction at a catalytic electrode surface (platinum) to generate an electrical response. This response is then converted to an alcohol equivalent reading. By careful design and catalyst selection, the fuel cell chemistry can be geared to work only with a limited range of fuel substances. This is what gives the cell its high specificity to alcohol. T Cells, Taguchi, or Semi-conductor sensors, consist of a small bead of metal oxide, which is heated to a high temperature, and a voltage is applied to produce a small current. As a substance comes into contact with the small bead (alcohol) it changes this current. This change is then converted into an alcohol reading.

8) Can I can start my vehicle without taking a test?

This can only be accomplished by a deliberate means of circumventing the device. This would be considered tampering and would be recorded by the device as a start violation.

9) What does anti-circumvention mean?

This is a generic term for features designed to make tampering of the device much more difficult. Some anti-circumvention features include voice-tone, rolling-retests and the ability to detect power disconnects.

10) Isn't taking the rolling retest while driving dangerous?

The rolling retest is programmed to ask for a test within 5 to 15 minutes after initial start up of the vehicle and then randomly thereafter about every 45 minutes. Once the unit requests the test, the client has six (6) minutes to respond. The test does not require eye contact with the device and the 6 minutes allows adequate time to pull over if the client feels more comfortable doing so.

11) How accurate are the breath sample readings?

All interlock devices must be certified to meet NTHSA specifications for accuracy and dependability and often by each State's specs as well. When properly calibrated the devices are accurate enough to determine the presence of alcohol and its concentration. The device cannot be used to determine if a client is "legally" intoxicated because the test is unsupervised. Some of the evidentiary breath testing equipment used by the police departments actually utilizes a fuel cell sensor as an additional means of verifying test results. Interlocks with fuel cell sensors are accurate.

12) Can anyone blow into the device?

All family members must be trained to use the device; however, the client is responsible for any "positives" and all readings registering on the monthly data logs. Yes, anyone can blow, but they must be able to make the voice tone and pass a test, at a level determined by State requirements, and they must also submit to the rolling retests. **Please note, however, that according to the Maryland State regulations, at no time is another individual that isn't currently operating the vehicle to blow into the device.*

13) Can I take my vehicle to any Smart Start service center?

Yes! Please check our website or call the 800 number for a list of locations and phone numbers. We ask that you contact that service center prior to getting serviced as their hours of operation vary.

ITEMS THAT MAY CAUSE A VIOLATION

Mouthwash/ Mouth spray

Mouthwash and sprays usually contain up to 30% alcohol and will definitely react as alcohol in all interlock devices. Non-alcohol mouthwash is available and all interlock users should use this mouthwash. The alcohol concentration level can register as high as .250 but will dissipate within a fifteen (15) minute timeframe due to being mouth alcohol only or quicker if the mouth is rinsed with water. *Clients are always instructed to rinse their mouths out with water before each and every test.*

Chocolate mints, Altoids, Dentyne and other gums

Alcohol filled chocolates will register a fail; however, the alcohol in the chocolate will dissipate in 3 minutes.

Cinnamon Rolls and Donuts

The sugar and the active yeast can combine to create a low level alcohol fail some of the time. However, as with cigarette smoke or mouthwash, a second test will indicate a drop or a completely clean test. Rinsing the mouth with water after eating and before blowing into the device will eliminate a fail. *Clients should ALWAYS rinse their mouth with water before taking a test.*

ITEMS THAT WILL NOT CAUSE A VIOLATION

Spicy foods or Mexican foods

In some cases spicy foods, when mixed with the HCL in the stomach creates a gas called methane. With the non-alcohol specific devices the methane gas will create a false positive because the sensor reacts to the hydrocarbons. Anti-acids and water will usually relieve the situation. This phenomenon doesn't occur with the alcohol specific device.

Gasoline at the service station

Normal refueling at the gas station will NOT create a failure. Gasoline in high concentration will not register enough to be a fail on an alcohol specific device.

Perfume, hairspray, after-shave colognes

Most perfumes and colognes contain alcohol but the device will not react to it with normal usage.

Cigarette smoke and snuff

Clients are instructed to always take a few deep breaths before blowing into the unit if they are smokers. Cigarette smoke does not affect the alcohol specific units however, smoke should never be blown into any unit.

To avoid receiving violations caused from foods, it is recommended that you do not eat 10 minutes prior the use of the interlock device and that you rinse your mouth with water prior to each and every test.

CODE OF MARYLAND REGULATIONS

Ignition Interlock Program Maryland Motor Vehicle Administration <http://www.dsd.state.md.us/comar/>

In accordance with the Code of Maryland Regulations (COMAR), Section 11.11.13.04, a participant is in violation of the program requirements if the individual:

1. Receives a suspension, revocation, refusal or cancellation of driving privileges.
2. Has the interlock device installed in a vehicle with an expired or invalid registration.
3. Removes the interlock device without prior approval from the MVA.
4. Operates a vehicle without an ignition interlock device installed in the vehicle.
5. Tamper with, bypasses, or damages the interlock device.
6. Attempts to start or operate a vehicle with a breath alcohol concentration greater than 0.025 %.
7. Fails to submit to a retest after starting the vehicle. **Please note:** *Drivers must continue to be aware of and be prepared to respond to rolling retests. Radio levels should be low, the car should be turned off when unoccupied, and other accommodations should be made to insure that the test is noted. If there is a retest request as the car is ready to be turned off, the driver must comply with the test before turning off the ignition. Failure to do so will result in a violation.*
8. Fails to operate the interlock-equipped vehicle at least 50 times during a reporting period. **Please note:** *If you are unable to reach at least 50 starts per reporting period, you should submit a written explanation to the MVA explaining why this was not possible.*
9. Fails to take the vehicle to a scheduled monthly appointment with the service provider
10. Fails to abide by the terms and conditions of the participant's agreement with the service provider
11. Allows another individual to blow into the interlock device while the participant is operating the vehicle.
12. Participates in any other act or use of the interlock device that poses a threat to highway safety.

PLEASE NOTE THE FOLLOWING IMPORTANT INFORMATION

If the device is disconnected by a service station working on your vehicle, please submit documentation, including a payment receipt, to the MVA.

For each month in which there is one or more violations, the participant's required period of participation in the program will be extended by 30 days, up to three extensions. The MVA shall remove any participant who is in violation of program requirements during more than three monthly monitoring cycles.

Once you have completed your required term in the program, bring your vehicle to your Smart Start service center any time after the completion date for one final download of data. Once the MVA receives the data, if there are no violations noted, a successful completion letter will be immediately issued. This letter may be taken to any MVA branch office to have the restriction removed from your license. You may then have the device removed from your car.