

ALCOLOCK™ LR

ALCOHOL INTERLOCK



SERVICE AGENT



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Compliance guide
NEW SOUTH WALES

Introduction

This New South Wales (NSW) Compliance guide, made available to the program participant, contains information and requirements specific to NSW Mandatory Alcohol Interlock Program (MAIP) for the operation of the ALCOLOCK alcohol interlock device.

IMPORTANT: Before operating the ALCOLOCK device, you must completely read the content of the Instruction manual; failure to do so may result in a program violation.

Service provider

ALCOLOCK AU Pty Limited

Service agent

Affordable Interlock Systems Pty Ltd.

Assistance and scheduling

Contact the service agent at 1-800-252-656 or by email at enquiries@affordableinterlocks.com.au

Service centre

The service agent operates a network of service centres that perform installation, monitoring, calibration and end-of-program removal of the ALCOLOCK device. For a full list of service locations go to affordableinterlocks.com.au

Privacy statement

ALCOLOCK AU together with Affordable Interlock Systems are committed to maintaining the privacy of personal information collected from participants for the purposes of providing program services. The privacy policy contains detailed information on how personal information is being collected, stored and disclosed to TfNSW while complying with all Privacy Laws, including the Privacy and Personal Information Protection Act 1998 (NSW) and the Privacy Act 1988 (Commonwealth).

Release of participant data

The participant acknowledges that enrolment into the program will require the collection of personal and confidential information as stated on the Service Agreement. By signing the Service Agreement, participant authorises ALCOLOCK AU to release such information.

Important terms

Early service recall

An early service may be triggered based on a set number of events that require a service to be conducted earlier than scheduled (refer to Program violations). The handset will display an early recall message, a recall code and the permanent lockout date.

The ALCOLOCK device must be reset by the service agent, at a potentially additional cost, within seven (7) days, or the device will enter a permanent lockout state.

In the event of an early recall, contact the service agent immediately to set an appointment before the permanent lockout date.

Permanent lockout

A state in which the vehicle cannot be started. The handset will display permanent lockout and the lockout date. The device will not accept a breath test and therefore the vehicle cannot be started.

The ALCOLOCK device enters a permanent lockout state as a result of failing to address device notifications or to attend a scheduled service appointment within the seven (7) days grace period. In the event of a permanent lockout, contact the service agent immediately to get an unlock code and set an appointment.

NOTE: Refer to your Instruction manual for all display / error messages.

Service and monitoring

The service agent has a responsibility to provide the following services:

- a. calibration, inspection and monitoring of each installed device shall occur within thirty (30) days after the initial installation and every sixty (60) days thereafter;
- b. participants with no high BAC events, tampering or circumvention events and those in remote and very remote areas may be monitored every ninety (90) days; and
- c. all interlock services must be performed at a service centre.

IMPORTANT: You are solely responsible for contacting the service agent to schedule a service appointment before the permanent lockout date.

Do not:

- wait for the service agent to contact you to schedule a service appointment; or
- contact the service agent for non-program related vehicle servicing.

Do:

- contact the service agent for program related matters;
- notify the service agent before working on your vehicle;
- schedule your service appointment within the time limit displayed on the handset; and
- arrive at least fifteen (15) minutes early to your service appointment.

The ALCOLOCK device shall warn the driver of upcoming service appointments seven (7) days prior to the service date. Should the participant fail to appear, the device shall lockout seven (7) days after the missed scheduled appointment and the vehicle shall not be operable until the service agent has reset the device.

REMEMBER: The service agent is required to report all program violations to Road and Maritime Services (TfNSW). A program violation may result in a six (6) month extension of the interlock period.

Program violations

These events are detected by the alcohol interlock device and reported to TfNSW. When detected, they will trigger an early service:

- a. six (6) initial failed test
- b. three (3) initial failed test with a high BAC
- c. a missed or failed retest
- d. any tampering or circumvention
- e. failure to attend a scheduled service appointment within seven (7) days
- f. disconnecting the vehicle battery for twenty (20) minutes or more

NOTE: Should a tampering violation occur as a result of work done by a certified auto repair facility, the participant must provide a receipt, invoice or work order to the service agent indicating business name, vehicle, work done, time in and time out. Times of the violation must match the time of service on the invoice or work order. If a participant is working on his/her own vehicle, prior notification to the service agent is required.

For more information, refer to the “Terms and Conditions” in the Service Agreement.

Capturing images

The FOCUS camera installed in the vehicle will capture an image when:

- a. providing an initial breath sample,
- b. providing a retest,
- c. not providing a breath sample within 10 minutes of a retest request, and
- d. trying to start the vehicle without providing a breath sample.

Definitions

Alcohol interlock: an electronic breath-testing device consisting of a handset (HS) and electronic control unit (ECU), together with associated cables and any additional components, installed in the vehicle to prevent the engine from starting until a breath sample with an alcohol concentration below the set limit is provided.

Tampering: any alteration to, interference with, or circumvention of, the approved alcohol interlock device, of the installation or functioning of such device where such alteration, interference or circumvention has not been authorised by TfNSW or by the service agent. It shall also include the loss or destruction of the alcohol interlock, in whole or in part.

Program violation: these are events identified by TfNSW and reported by the service provider. If detected in the last six (6) months of the interlock period it may result in a six (6) month extension.

Reference

Mandatory Alcohol Interlock Program – Accredited Service Provider Guide (2019)

Alcohol Interlock Program – Participant Guide (Roads and Maritime Services, December 2018)