

## **IMPORTANT THINGS TO KNOW**

**NEVER** unplug or disconnect your interlock or any of its components.

**NEVER** put your key in the ignition or activate any accessories prior to passing a test.

**NEVER** eat or drink anything except water 15 minutes prior to providing a breath sample.

**NEVER** use any alcohol containing products.

**NEVER** tamper with the interlock, jump-start, or push-start your vehicle, provide illegitimate breath samples or attempt any other fraudulent use of the interlock.

**ALWAYS** keep your vehicle in good working order.

**ALWAYS** start your vehicle using the factory key or on-dash push-button start.

**ALWAYS** start your vehicle every day to ensure the battery keeps a proper charge. If you have issues with your battery, contact us right away. This is especially important for older batteries and during colder months!

**All activity of the vehicle is recorded. Under law, deviation from any of the above MUST be reported. We do not and cannot make determinations on what is reported or are we responsible for decisions regarding your restrictions or driving privileges.**

No invoices or appointment reminders will be mailed to you. Be on time for any scheduled appointments, or make changes in advance of your appointment. Payment is required in full before any service is performed and fees may be applied if proper notice of missed appointments is not provided.

All questions regarding your account must be directed to us ONLY. Individual locations cannot make, cancel or change appointments, give legal advice, answer questions about policy and procedures, or discuss fees or payments.

## **WE ARE HERE TO MAKE YOUR PARTICIPATION SUCCESSFUL**

If you have any questions or concerns about your program you should feel free to contact us right away. Our dedicated Client Services Department will assist you with any situations that may arise.

You can pay your bill with a credit or debit card over the phone, on our website, or with automatic payments, or by check or money order mailed to us at our corporate offices.



Total Court Services  
600 E. Eleven Mile Rd.  
Second Floor  
Royal Oak, MI 48067  
888-889-6989  
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## **INTERLOCK** CLIENT INFORMATION



**EVERYTHING YOU  
NEED TO KNOW  
ABOUT YOUR  
INTERLOCK**



**1-888-889-6989**

## **I'VE BEEN ORDERED TO HAVE AN INTERLOCK INSTALLED, WHAT DO I NEED TO KNOW?**

Your first step is to contact our office right away. Most orders require that you be installed within 24-48 hours. Your time on an interlock does not start until the device is installed and you submit the proper paperwork to the state. We will get an appointment set for you right away and answer any questions you might have.

When you call, our Client Services can let you know all the options and costs associated with the program. You will need to have all your paperwork you received from the court, probation department, or state as well as your vehicle's identification number (VIN) in front of you when calling our Client Services.

The interlock is a device that is installed in your vehicle. You are only permitted to operate a vehicle that is equipped with an interlock. If you have more than one vehicle you wish to drive, notify our Client Services staff and we can arrange for multiple installations.

According to state law of Michigan, the installation and service for an interlock can only be done at a certified location by a certified technician. We cannot permit mobile installation or service.

Our staff will have you read through and sign a contract and billing arrangement. These documents will have all the information you need to know about your participation in the program and you will be provided copies either during installation, or they can be e-mailed or sent via postal service to you. You will also receive an installation certificate which will be turned into your court program or the state.

We will work with you as much as possible to make your time on the program successful and affordable, however, compliance with payments and guidelines is your responsibility.

On the next pages, we will try to answer some of the most frequently asked questions we get from participants in the interlock program.

## **FREQUENTLY ASKED QUESTIONS**

### **Will an ignition interlock drain my battery?**

The device draws very little power from your vehicle's battery. The amount of power it draws will not be enough to drain your battery, however, we recommend starting your vehicle daily and allowing it to run for 15 consecutive minutes every day. It is important to stay in your vehicle in case the interlock requests a repeat test.

### **Can the unit just fail and prevent me from starting my vehicle?**

The interlock unit will function as expected as long as your battery and vehicle are in good working order. As long as you provide a breath sample in which the interlock does not detect any alcohol, your vehicle will start without a problem.

### **What if my friend or family member uses my interlock and was drinking?**

You are responsible for all tests, whether taken by you or not. We equip your interlock and vehicle with a camera that records photos of each test. A missed rolling test will still be your responsibility, so ensure whomever uses your vehicle understands how and when tests are required.

### **What should I do if I have to have work done on my car?**

Notify us that work will be done. Save and copy all receipts associated with the work and submit them to us with a letter explaining the work. Disconnecting the battery, even for vehicle maintenance, must be reported to the state.

### **Will an interlock damage my vehicle?**

An ignition interlock device will not damage your vehicle. Our technicians and service center network are supported by our in-house experts who are continuously working with new vehicles to ensure we are able to install safely in any type of vehicle.

### **What is a BrAC reading and what does it mean if I get one?**

Our interlock is designed to test your BrAC, or Breath Alcohol Content. It will detect anything that contains an alcohol molecule. If the interlock device displays anything other than 0.00, this is an indication that an alcohol molecule has been detected. Any BrAC readings may be reported to your monitoring authority.

### **How often will the interlock ask for tests?**

Every time you start your vehicle you will have to supply a test in order for the vehicle's ignition to operate. Once started, you will be prompted by the handset to take a rolling retest at random intervals. When that occurs, pull your vehicle over and supply the required test.

### **What if I miss a rolling retest?**

Retests occur randomly, even if your car is not moving. It is important to stay in your vehicle when the key is in the ignition or your vehicle is running so you know when the device prompts for a retest. You have a certain amount of time to supply the sample. Failure to do so must be reported as a violation whether you were driving the vehicle or not.

### **What is a lockout and reset?**

In the event that you fail a test, even if you supply a subsequent passing sample, do not submit a sample when required, or there is an extended loss of power your device may lock you out of starting your vehicle. In that event, we must perform a reset which we can do remotely. There may be a cost associated with that service.

## **COLD WEATHER TIPS & TRICKS**

Keep your handset wrapped in a glove or mitt while not being used and store it vertically (mouthpiece up, cable down) in order to prevent condensation from freezing inside the device. You can also remove the mouthpiece and keep it in a warm place.

Give yourself five extra minutes before you need to leave just in case the Interlock needs to warm up. You can blow into the device a few times for 3-5 seconds before pressing the button to activate a test. This will help warm up the device.

Never leave your vehicle running unattended. If you don't take a rolling test within a specified period of time you will go into a lockout which requires a reset.

Ensure your battery is in good condition during cold-weather months. Start your vehicle at least once each day and let it run for several minutes. Ensure that the vehicle is not in an enclosed area and that you stay in attendance of the car in case you are asked for a rolling test.