



Tasmanian Alcohol Interlock Program Compliance Guide



⚠ Servicing is your responsibility. A “SvcLock ##days/hours” message indicates the date after which it will go into LOCKOUT. Ensure that you arrange for service to be completed prior to this date.

ROAD SAFETY

PULL OVER TO THE SIDE OF THE ROAD BEFORE PROVIDING A RETEST

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1. Introduction

This guide is provided to assist participants in the Scheme by addressing non-equipment related matters. The 2030 User Manual has full instructions on the use of the interlock and should be read in conjunction with this guide. For Scheme related matters please refer to the Department of State Growth Transport Website www.transport.tas.gov.au.

2. Scheme Information

2.1. Servicing

Initially you must return for service after 30 days. From this service, service length may be altered depending on performance. Scheduled service appointments may be set up to 90 days, so long as there are no Lockouts (Fails BAC/s or Lockouts) recorded in the previous period. Otherwise servicing must be between 30-45 days. Participants must be present at all scheduled service, otherwise that Monitor Data will not count towards their program period in the Learning Period, and will result in an extension of the program period in the Demonstration Period.

If participants cannot attend in person, they must obtain a medical certificate – this is submitted to DSG for consideration.

The 2030 will advise you when the service is due (see your User Manual). You should contact the Service Centre and confirm your appointment prior to arrival.

Please contact Guardian on 1300 881 005 for information or visit our website www.guardianinterlock.com.au to find your closest Service Centre. Guardian has Service Centres in all states that can provide service if you travel interstate.

You should contact Guardian before having any other type of servicing/mechanical work done on your vehicle to avoid recording a violation.

3. General Assistance

Please contact Guardian during normal business hours with any questions or for general assistance with the 2030. Our aim is to assist with technical issues as soon as possible, however repairs required are generally on a “next business day” basis.

4. Fees

4.1. Managing Your Costs

Installation and monitoring costs are approved by DSG. Non-compliance could result in additional fees. Please follow the rules carefully so that you don’t become locked out by your own actions and end incurring extra costs.

4.2. Concessions

Concession rates are available for eligible card holders. To receive a concession, participants must:

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- Be present at the time of service and advise the service provider that they have a concession card prior to all monthly services
- Have signed a Centrelink eServices Confirmation form, if form has not been signed please contact Guardian to discuss options
- Be identified as the primary card holder

Eligible Cards:

- Low Income Health Care Card (must be on the maximum rate of payment)
- Pensioner Concession Card (must be on the maximum rate of payment)
- Repatriation Health Care Card (Gold Card)
- Repatriation Health Care Card (White Card)

Participants approved for the **Transport Access Scheme** are also eligible for a concession rate.

Where participants meet the above criteria a 35% concession on the Standard Install fee, monthly Monitor fees and removal is available.

- Concession valid for one car only.
- Concession valid for one install and removal only.
- Not applicable for repair costs or additional service fees.
- Will not be applied to participants who do not produce a valid card at the time of servicing. There will be no back dating of concessions.
- There is no reimbursement of fees / application of concession after servicing has been completed.
- Concession will not be applied to any participants who are in arrears or have been sent to debt collection.

4.3. Loss Protection Plan (Recommended)

The Loss protection Plan (LPP) is available to minimise the cost to participants in the event equipment is lost due to theft or destroyed in an accident. It **does not** cover damage to the equipment by participants, or the loss of equipment if the interlock equipped vehicle is impounded and subsequently crushed.

5. Recalls

5.1. Violations

- 5 counts of Low Fail BAC result (>0.020 + <0.050)
- 3 counts of High Fail BAC result (>0.050)
- 1 Missed retest
- 1 Failed retest
- 1 Start violation – Starting vehicle without providing a passed test
- Disconnecting the power to the interlock for more than 20min
- Combination of 5 Fail BAC results (>0.020 + >0.050)

5.2. Violation Lockout

If a Program Violation occurs a Violation Lockout message will be displayed with a countdown. You will need to return to the Service Centre prior to the countdown reaching zero. The data is transferred to DSG for review and they may apply appropriate program sanctions.

Once in Lockout, the vehicle will need to have an Unlock code issued by Guardian Head Office (fees apply) or be towed to the Service Centre at the participant's expense. Codes are only available during business hours.

5.3. Non-Compliance with Program Conditions

DSG expects participants to return their vehicle on, or before, the scheduled service date (printed on your invoice). While there is a period of grace, the period is not intended to allow participants to become non-compliant. Missed appointment fees may apply.

5.4. Tampering

Guardian is required to provide full details of any tampering with, or circumvention of, the interlock. You will be charged for the time taken to complete any reports required by DSG. These are examples of tampering:

- Cutting and/or disconnecting any of the wires that connect the interlock to the vehicle.
- Removal of the tamper seals from the interlock, interlock wiring, or siren.
- Covering and/or disabling the siren.
- Unauthorised disconnection of the vehicle battery from the interlock.
- Hot wiring or push starting the vehicle.
- Damage to or loss of the interlock, interlock wiring, or siren.
- Removing labels affixed to the interlock

6. Removal of Interlock

Once you have received written confirmation of completion of your Demonstration Period from DSG, you should take your vehicle to a Guardian Service Centre. They will check for any final lockouts (Fail BACs) before removing the interlock from your car. If there are any lockouts, removal will be refused and DSG notified.

Once you have successfully completed the Demonstration Period and had the interlock removed, you will need to apply to Service Tasmania for the 'I' Condition to be revoked from your licence. **You cannot drive any vehicle until you obtain your replacement licence from Service Tasmania.** You must organise a new licence without the "I" condition, or you could be penalised by the Police.

If you wish to have the interlock removed prior to the scheduled end date on your contract, please contact Guardian. We can advise you on options for removal and costs involved. Any outstanding fees will have to be paid before the interlock can be removed.

6.1. Learning Period

270 days (minimum)

- Must attend service in person
- No licence cancellation or suspensions
- Registration lapse period will not count
- Permanent Lockout period will not count
- Start violation / tampering will restart Learning Period

6.2. Demonstration Period

180 days (minimum)

- Must attend service in person
- No Lockouts (BACs or Permanent Lockouts)
- No licence cancellation or suspensions
- No Registration lapse
- No Start violation / tampering

Any of the above will restart Demonstration Period

6.3. Final Download

No Lockouts, Violations of Tampering – Interlock Removed

DO NOT DRIVE ANY VEHICLE UNTIL YOU OBTAIN YOUR REPLACEMENT LICENCE.

6.4. MAIP Application to Revoke “I Condition” Form

Take form to Service Tasmania to obtain a full drivers licence.

7. Other Servicing of Your Vehicle

If you need to have repairs or maintenance work done on your vehicle, you should contact Guardian for further information. A Mechanics code may be available (costs apply).

You can contact Guardian on a 24 hour basis for emergency assistance on:

1300 881 005

Notes:

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2030 TAS Fee Schedule A – 1st May 2019

(Prices include GST)

Core services	<u>Full rate</u>	<u>Concession rate</u>
Pre-installation report & vehicle inspection	Free	Free
Standard installation (*standard vehicle – 2 hour install, includes training)	\$150	\$97.50
Non-standard installation (installation & hybrid safety module**)	\$270.00	\$217.50
**non-standard installation - additional labour required	\$99.00 p/hour	N/a
Monthly monitor fee (per 30 days – includes interlock rental, monitoring, servicing and reporting)	\$150.00	\$97.50
Government maip administration fee (per 30 days)	\$15.40	N/a
Removal fee	\$110.00	\$71.50
Loss protection plan (recommended) – per 30 day month (limits liability to \$250.00 provided client meets terms and conditions)	\$7.50	
Unscheduled service		
Early termination fee	\$210.00	
Reinstall fee (installation for *standard vehicle)	\$150.00	
Unscheduled service (multiple bac fails, missed retests etc)	\$66.00	
Missed appointment	\$40.00	
Administration fee	\$60.00	
Lockout code assistance fee	\$66.00	
Equipment malfunction under normal use	Free	
Exceeding memory under normal use	Free	
All other reports / reasons (per hour)	\$99.00	
Multiple user fees		
Installation (2 hour install, including training)	\$150.00	
Monthly fee – per 30 days	(as above)	
Loss protection plan – compulsory	(as above)	
End of program fee	\$110.00	
Damage to equipment		
Equipment repair / replacement minimum charge	\$100.00	
Total loss	\$900.00	

* A Standard Vehicle is a vehicle where installation and training can be achieved within two (2) hours, and where no extra equipment or labour is required.

Prices are subject to change.