


# Western Australia Alcohol Interlock Scheme 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 Transport Website [www.transport.wa.gov.au](http://www.transport.wa.gov.au).

## 2. Scheme Information

### 2.1. Servicing

You must have the interlock serviced monthly. You must present the vehicle for servicing in person.

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](http://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 DOT. 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 up incurring extra costs.

### 4.2. Concessions

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

- 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

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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)
- Dept. of Veterans Affairs Gold Card (DVA) endorsed: EDA / War Widows

Where participants meet the above criteria a \$50 concession on the monthly Monitor fee is available.

- Concession valid for one car only
- Not applicable on install or removal fees, 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. Service Lockout**

If a Service Violation occurs a Service 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 DOT for review and they may apply appropriate program sanctions.

**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 DOT 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**

DOT 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

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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 DOT. 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**

DOT will notify you when you are eligible for removal and will provide you with a letter or licence with I condition removed. If a violation has been recorded, DOT will review your program and advise details of any extensions. This documentation must be presented to the Service Centre along with your car. The Service Centre will download the data and remove the interlock.

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. Removal of Interlock Condition**

**You must go to DOT after the interlock is removed to have the “I” condition removed from your licence.** Otherwise, you could potentially be charged with unlicensed driving.

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## 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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## 8. 2030 WA FEE SCHEDULE A – 1st May 2019

(Prices include GST)

<b>Core Services</b>	<b>Full Fee</b>	<b>Concession Rate*</b>
Inspection	Free	Free
Installation (2 hour install, including training)	\$225.00	N/A
Non-Standard Installation (heavy vehicles & motorcycles)	POA	
Monthly Fees – Monitored Drivers <i>(per 30 days - includes monitoring, calibration &amp; reporting)</i>	\$180.00	\$130.00
Monthly Fees – Unmonitored Drivers <i>(per 30 days - includes monitoring, calibration &amp; reporting)</i>	\$180.00	\$130.00
Removal Fee	\$110.00	N/A
Category Change (from Unmonitored to Monitored)	\$60.00	N/A
<b>Additional Charges</b>		
Hybrid Safety Module <i>(StopStart, etc.) (purchase)</i>	\$55.00 plus fitting	
<b>Loss Protection Plan (Recommended) – per 30 day monitor</b> <i>(Limits liability to \$500.00 provided terms &amp; conditions are met)</i>	<b>\$10.00</b>	
<b>Unscheduled Service</b>		
Early Termination Fee	\$225.00	
Reinstall (e.g. change of vehicle)	\$225.00	
Equipment malfunction/issues under normal use	Free	
Unscheduled Service	\$66.00	
Lockout Code Assistance Fee <i>(reset Permanent Lockout)</i>	\$66.00	
Missed appointment	\$55.00	
Administration Fee	\$60.00	
Special violation reports (hourly)	\$100.00	
All other reasons (per hour)	\$100.00	
<b>Damage to Equipment</b>		
Equipment Repair Minimum charge	\$100.00	
Total Loss	\$900.00	

\* Concession may be applied provided the criteria are met.

Prices are subject to change.