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Paperwork

Q. What paperwork should I receive when Intoxalock is installed?

A. After your installation is complete, you should receive your Installation Certificates, any required state paperwork and a Pocket Guide. [Back to top](#) ↑

Q. What paperwork do I need to fill out?

A. You must sign and return your lease to Intoxalock. To do this, log into your MY ACCOUNT and e-sign your lease. (You may also print your lease out and mail it back to Intoxalock at 10520 Hickman Road, Des Moines, Iowa 50325 or fax it back to (515) 331-7513. You will also need to complete any state forms in your installation packet. You need to complete your paperwork within 2 weeks of your installation date to avoid an interruption of your service or driving privileges. (Please refer to your User's Manual for your state's specifications.) [Back to top](#) ↑

Q. Do I need to keep the work order that comes with each device?

A. Yes, you should keep all of the paperwork associated with your Intoxalock in your vehicle the entire time you are required to have an interlock installed. [Back to top](#) ↑

Using Intoxalock

Q. I am having problems activating my device, what do I do?

A. First, take a few slow deep breaths without blowing into your device. It is understandable, especially if you are new to the program, that it may take multiple attempts to successfully submit a breath sample. Second, count the beeps when you're blowing. You will need to blow into the device 2-4 seconds (beeps), then inhale back through the device for 2-4 seconds (beeps), and then blow back through the unit again until it signals that it has accepted your sample. When changing from blowing to inhaling and back to blowing, do not take your mouth off of the mouthpiece, you're just changing the direction of the air flow. The technique is similar to heavy breathing, out-in-out. (If you are in Iowa or Pennsylvania, please refer to your User's manual on submitting a breath sample.) [Back to top](#) ↑

Q. Can other people operate my vehicle?

A. Of course, any licensed driver may drive your vehicle. They will however have to submit a breath sample to start it and randomly while they drive just like you. We strongly suggest that you keep record of who drives your vehicle and when as you are responsible for all of the information on the data log regardless of who was driving. [Back to top](#) ↑

Q. Who takes the test, if I'm in the passenger seat and it's my account, do I have to blow?

A. Whoever is driving must take the test. It can be considered a felony if anyone other than the driver provides a breath sample. [Back to top](#) ↑



Q. I blew a BrAC and I haven't been drinking, what do I do?

A. If your Intoxalock registered a BrAC reading and you have not consumed an alcoholic beverage in the last 24 hours, don't panic. Rinse your mouth out with water and then wait 10-15 minutes before submitting another breath sample. There are many products that contain alcohol that can be read by the fuel cell. These are not false readings, but containment readings. Because of this, we strongly recommend that you wait 15-20 minutes after eating, drinking, putting anything in your mouth other than water or using any product that contains alcohol prior to submitting a breath sample. This time will allow any contaminant alcohol to dissipate. [Back to top](#) ↑

Q. What is a Rolling Retest? How often do they happen? Why do I have to take them?

A. State regulation requires drivers to periodically submit additional breath samples while they drive to prove the

continued absence of alcohol. Generally, within 4-8 minutes of starting your vehicle, Intoxalock will ask for another breath sample. Then every 5-55 minutes, depending on your states regulation after that until the vehicle is shut off. If you do not feel comfortable providing the sample while you drive, Intoxalock will give you time to pull over. It is your responsibility to take each test as soon as you safely can. [Back to top](#) ↑

Q. Can I leave my car running if I'm not in it.

A. No, it is impossible to know when a Rolling Retest will be requested. If the test is not taken within a timely manner, it can be considered a REFUSAL and your device may enter into a Lock Out. [Back to top](#) ↑

Q. When I shut my vehicle off, do I have to wait for the countdown to expire before I can get out of the vehicle?

A. No, as soon as the countdown appears, you may exit your vehicle. We do caution you however, to make sure the countdown appears. It is possible for Intoxalock to ask for an additional breath sample. If you do not take this test, it could be considered a refusal and your Intoxalock may enter into a Lock Out. [Back to top](#) ↑

Q. I want to turn on my radio but not the car? I like to listen to my radio over my lunch hour, is that ok?

A. Yes, but if your Intoxalock asks for a Rolling Retest, you MUST provide a breath sample. If you do not take a requested test, it could be considered a refusal and your Intoxalock may enter into a Lock Out. [Back to top](#) ↑

Q. It's cold out, can I unplug my Intoxalock and take it inside to warm it up?

A. No, state regulations require that Intoxalock always have power. You may take your mouthpiece inside with you to keep it warm. [Back to top](#) ↑

Q. Is there anything I can do in cold weather when using an Intoxalock?

A. During cold weather, there are several things you can do to help your Intoxalock.

1. Keep the device wrapped in a towel or blanket.
2. Place the device in an upright position when not in use to keep any condensation from freezing.
3. Blow 3-4 warm breaths through the device before pressing the button. [Back to top](#) ↑

Q. Is there anything I can do in warm weather when using an Intoxalock?

A. During warm weather, you will want to keep your Intoxalock in a shaded place in your vehicle (not on the floor where it can come in contact with dirt and moisture). [Back to top](#) ↑

Calibrations

Q. What is a calibration?

A. A calibration is the process of exchanging one device for another in order to download the data logs and make sure each unit is correctly calibrated. [Back to top](#) ↑

Q. How is a calibration done?

A. In some states, we will automatically send your calibration to the address you specified. You will simply exchange the devices and send the expiring device back to Intoxalock. We will include a prepaid UPS label to any customer with a lease longer than 4 months. In other states, you may be required to return to your service center for your calibration and a visual inspection. You must order your calibration 7-10 days in advance of your calibration date. The easiest way to do this is through MY ACCOUNT. (Please refer to your User's Manual for your state's specifications.) [Back to top](#) ↑

Q. I'm trying to order my calibration online and I can't ...

A. There are a few situations that will stop a calibration request from processing or shipping. First if you have a past due balance or your lease is not signed. You can pay your bill and e-sign your lease through MY ACCOUNT and then order your calibration. Another possible account alert would be if there is any overdue equipment on the account. If you are responsible for returning your expired equipment you'll want to make sure that it is returned in a timely fashion. And finally, some states require that you report accurate mileage with each calibration. (Please refer to your User's Manual for your state's specifications.) [Back to top](#) ↑

Q. How long does a calibration take?

A. The actual process generally takes less than 15 minutes; however, if you do not schedule an appointment with the service centers, you may have to wait for them to work you into their schedule. Check with your service center to find their preference on scheduling calibration appointments. [Back to top](#) ↑

Q. How long do I have to return my calibration?

A. If you are responsible to return the expired equipment, you will want to send it back through UPS within 2 business days. If you don't, you could incur late fees as well as possibly hold up your next calibration or unit exchange. (Please refer to your User's Manual for your state's specifications.) [Back to top](#) ↑

Q. Can I use the post office or FedEx?

A. Yes, you can choose to send your expired device back to Intoxalock through the post office or FedEx. However, the prepaid shipping label Intoxalock includes with every unit is for UPS ONLY. Should you choose to use another carrier, you will be responsible for any shipping costs as well as any lost or damaged equipment. [Back to top](#) ↑

Q. Why wasn't my calibration delivered on time?

A. There are a few situations that can stop a calibration from shipping to you on time. First, if it wasn't ordered 7-10 days in advance of your calibration date and you chose not to use expedited shipping, there might not have been enough time for your calibration to process and deliver. Second, if there is a past due balance, expired equipment or if you have not completed your lease, your calibration cannot ship. Check the MY ACCOUNT home page for any alerts on your account that could hold up your calibration. You can also track the shipping of your device to find an estimated delivery date. [Back to top](#) ↑

Lock Outs

Q. My unit says it's not serviced in time, what do I do?

A. Call Intoxalock at (877) 777-5020 from your vehicle. We will need to know exactly what the LED screen on the hand held is saying to provide you with the fastest service. [Back to top](#) ↑

Q. What is a Lock Out?

A. A Lock Out is a state mandated function that will not allow you to start your vehicle. If your device is saying Lock Out followed by a timer that is counting down in minutes only, you are in a temporary Lock Out. Once the timer has expired, you will be able to start your vehicle with a passing breath sample. If the timer started counting down in days, this is a service Lock Out. You will need to contact Intoxalock at (877) 777-5020 to order a new device. Once the countdown on a service Lock Out expires, you will not be able to start your vehicle until you have a new device. You will be responsible for all fees. [Back to top](#) ↑

Q. I've got a Lock out and I wasn't drinking, why should I pay for the Lock Out fee?

A. Because the chemical reading of all alcohol, regardless of what it is in, is the same, there is no way to positively determine the source of alcohol. When a Lock Out occurs, Intoxalock is not saying you were drinking, it is saying there

was alcohol present. Because of this, we STRONGLY recommend that you wait 15-20 minutes after eating, drinking, putting anything in your mouth or using any product that contains alcohol before submitting a breath sample to allow any other source of alcohol to dissipate. [Back to top](#)

Q. My mechanic put into a Lock Out, why should I have to pay for the Lock Out fee?

A. If you properly reported that your vehicle was being maintenance, provided your mechanic with instructions available for download out of MY ACCOUNT, and depending on the circumstances, you may not have to. However, if you did not notify us in advance that you were having work done to your vehicle, you will be responsible for all fees. [Back to top](#)

Q. I missed a rolling retest, am I going to go into a Lock Out?

A. If you do not take the first request for a rolling retest, your Intoxalock will continue asking for additional tests. (Please refer to your User's Manual for your state's specifications.) [Back to top](#)

Technical

Q. My vehicle won't start and I think it's my Intoxalock. What do I do?

A. First, make sure you do not put your keys in the ignition until Intoxalock says "Passed, Start Car". If your vehicle still won't start, please contact customer experience at (877) 777-5020 from your vehicle. We need to know what the LED screen on the hand held is saying to be able to help you as quickly as possible. [Back to top](#)

Q. What if I have to take my vehicle to a mechanic for repairs?

A. You must notify Intoxalock of the work being done. You may do this in MY ACCOUNT under the "Report Vehicle Maintenance" section. You can also download instructions for your mechanic when they work on a vehicle with Intoxalock installed. If your mechanic has additional questions, they may call (877) 777-5020 and speak with our Service Technical Assistance Network. [Back to top](#)

Q. Do I need to stay with the vehicle when I drop the car off at the mechanics?

A. No, as long as you have reported the work to Intoxalock and provided your mechanic with the instruction sheet, you do not need to stay with your vehicle. We do recommend that you provide your mechanic with additional mouthpieces. [Back to top](#)

Q. What do I do if my vehicle stalls?

A. If your vehicle stalls, turn your key off. Within 2-4 seconds, your Intoxalock will recognize that your vehicle is off and start a 1-3 minute countdown. You may try to re-start your vehicle without submitting a breath sample as soon as the countdown appears. [Back to top](#)

Q. My battery is dead, can I jump my vehicle?

A. Yes, you may jump your vehicle. We do recommend that you report the power outage under "Report Vehicle Maintenance" in MY ACCOUNT and keep your own record of when it happened. If your hand held was without power for more than 30 minutes (5 minutes in some states) it may go into a service Lock Out as required by the state. (Please refer to your User's Manual for your state's specifications.) [Back to top](#)

Q. My Intoxalock does not have power. What should I do?

A. First check that your car battery is not dead. You can do this by checking to see if your radio or headlights work. If they do not, you will need to charge or replace your battery. If they do, contact customer experience at (877) 777-5020. [Back to top](#)

Q. I have to have my vehicle towed, what should I do about my Intoxalock?

A. If you need to have your vehicle towed for service, advise the tow truck driver about the device and explain that the key is NOT to be left in the ignition. This may cause a Lock Out and you will be responsible for all fees. If you think you need to have your vehicle towed because of a problem with your Intoxalock, contact our customer experience team at (877) 777-5020 from your vehicle FIRST. If you have your vehicle towed without pre-approval, Intoxalock will not be responsible for the tow fees. [Back to top](#)

Q. I don't drive very often and my battery is draining? What do I do?

A. Your vehicle batter must remain charged at all times to accommodate your Intoxalock. If you don't drive regularly, it is critical that you start your vehicle at least four (4) separate days per week for at least five (5) minutes each to allow the battery to remain charged. You must submit a breath sample if your Intoxalock requests one during this time. Failure to do so could be seen as a refusal and result in a Lock Out. You will be responsible for all Lock Out fees. [Back to top](#)

Q. My mechanic has questions on working on my vehicle with Intoxalock installed?

A. Under the "Report Vehicle Maintenance" section in MY ACCOUNT, there are instructions for mechanics that you can download that will explain working on a vehicle with Intoxalock installed. If your mechanic has additional questions, they may call (877) 777-5020 and speak with our Service Technical Assistance Network. [Back to top](#)

Other

Q. My lease is ending, can I remove my equipment?

A. Just because your lease is ending, does not mean you can remove your equipment. You will need to verify your removal date and/or get confirmation from your monitoring authority before you can schedule your removal. (Please refer to your User's Manual for your state's specifications.) [Back to top](#)

Q. What is going to be reported?

A. Each state, and many times, each monitoring authority has their own requirements for what is reported to them. Every report contains the time and BrAC level of every breath sample, as well as the time of each requested sample even if it wasn't taken and any tampering that might have occurred. Other things that may be reported are missed calibrations, non-usage, photos, or GPS location. (Please refer to your User's Manual for your state's specifications.) [Back to top](#)

Q. Why do you need my email?

A. There is a lot of important information that we provide you via email; shipment notification, calibration notification, account information, etc. We will not sell or share our lists so you will only receive information regarding your Intoxalock. [Back to top](#)

Q. I bought a new car, do I have to lease another Intoxalock?

A. No, if you will only be driving your new vehicle, and are selling the old one, we can switch your Intoxalock from one vehicle to the other. (There are fees for this.) If you will be driving both vehicles, you will need to have another Intoxalock installed. Some states do require an ignition interlock in each vehicle that you own. (Please refer to your User's Manual for your state's specifications.) [Back to top](#)

Q. How does my monitoring authority know that I have an Intoxalock Installed.

A. With your installation paperwork, you will be given a Certificate of Installation. In many states, you are required

to provide your monitoring authority this sheet. In other states, Intoxalock will electronically notify your state of the installation. (Please refer to your User's Manual for your state's specifications.) [Back to top](#) ↑

Q. Can I change my payment due date?

A. No, your payment date is based on your installation date and cannot be changed. [Back to top](#) ↑

Q. How long does a removal take?

A. The removal of your Intoxalock should take approximately a ½ hour. [Back to top](#) ↑

Q. I've moved, how do I get my calibration?

A. You must notify Intoxalock of your new address at least 10 days prior to your calibration date and give us your new address. If you move out of state, you must also verify with your monitoring authority and the state you move into that your interlock license will still be valid. [Back to top](#) ↑

Q. I'm moving out of state? Can I still drive?

A. You will need to verify with your monitoring authority and with the state you are moving too that they will recognize your ignition interlock license. [Back to top](#) ↑

Q. I've been required to have my interlock longer, do I have to do anything?

A. You will need to contact a customer experience representative at (877) 777-5020 and request a lease extension. [Back to top](#) ↑

Q. The state has revoked my driving privileges, now what do I do?

A. You will need to contact a customer experience representative at (877) 777-5020. They will walk you through each step of the process. [Back to top](#) ↑

Q. What do I do if my vehicle is repossessed?

A. You will need to speak with an Intoxalock customer experience representative as soon as you can. You will be responsible for the cost of the lost equipment. [Back to top](#) ↑

Q. What do I do if my vehicle was stolen?

A. You will need to speak with an Intoxalock customer experience representative as soon as you can. You will be responsible for the cost of the stolen equipment. [Back to top](#) ↑

Q. I was in an accident, but my vehicle is still drivable. What do I do?

A. If your Intoxalock was not damaged, you will only need to notify Intoxalock if you have any repair work done to your vehicle. You can do this in MY ACCOUNT. [Back to top](#) ↑

Q. I was in an accident and my vehicle is totaled. What do I do?

A. Contact Intoxalock as soon as you can. We will send a technician out to your vehicle to remove the equipment, work with you to get it installed in your new vehicle, and advise your monitoring authority of the situation. You are responsible for the cost of the damage to your Intoxalock. [Back to top](#) ↑

Q. My Intoxalock was stolen, what do I do?

A. First, contact the police and make a report. You will then need to contact your insurance company to file a claim, and Intoxalock to request an additional unit. You will be responsible for the cost of the lost or stolen device. [Back to top](#) ↑

Q. Can I mail my payment if I don't have a credit card?

A. Yes, you may mail a payment to Intoxalock, Dept. #5570, PO Box 1451, Milwaukee, WI 53201. Please make sure to include the name on the account and your customer ID#. [Back to top](#) ↑



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