

SMART START

NEW ZEALAND 

ALCOHOL INTERLOCK USER MANUAL

Helping you get back on the road

0800 002 182
info@smg.nz

smartstartinterlocks.co.nz

Smart Start Interlocks User Manual

Version 2.2

Last Modified July 2025



Welcome to Smart Start Interlocks

Thank you for choosing us.

Smart Start Interlocks install and provide servicing for alcohol interlock devices.

We're a team of Kiwis selected by the NZ Transport Agency to provide alcohol interlocks nationwide. We offer friendly, prompt service, and are here to help you get your normal licence back.

We're supported by an extensive network of service centres throughout the country who provide friendly, helpful and quality service.

Smart Start Interlocks adhere to the alcohol interlock guidelines and conform to all aspects of the required legislation.

For support, call us on

0800 002 182



Contents

- 1. The Alcohol Interlock 6
 - 1.1 Handset Shortcuts 6
 - 1.2 Parts of the Interlock 7
 - 1.3 Caring for the Interlock 8
- 2. Preparation 9
 - 2.1 Preparing for a Test 9
 - 2.2 Clearing Contaminants 9
 - 2.3 Contaminants 10
- 3. Use of the Interlock 11
 - 3.1 Start-up Procedure 11
 - 3.2 Taking a Test 12
 - 3.3 Rolling Re-tests 12
 - 3.4 Monthly Service 13
 - 3.5 Violations 13
 - 3.6 Lockouts 14
- 4. Troubleshooting 16
 - 4.1 Abort Messages 16
 - Blow Longer 16
 - Hum Stronger 16
 - Blow Softer 16
 - Don't Inhale 16
 - Abort Tamper 16
 - Abort Pump 17

4.2 Service Messages	17
APPT : 15/02/2025	17
SRVLCK @06d or 95h.	17
LOCKOUT SRVC	17
VIOL LCK @06d or 95h	17
4.3 Other Messages	18
RESTART 03:00.	18
BLOW 05:00	18
4.4 Mechanical Servicing and Repairs.	18
WOF and Servicing	18
Jump-Starting the Vehicle	19
5. Removal	20
6. FAQs and Helpful Links	21
Smart Start Service Centres	22



1. The Alcohol Interlock

An alcohol interlock is a breathalyser which is wired into the ignition of a vehicle. The user must take and pass a breath test before the vehicle will start.

The interlock has no effect on engine operation and will not turn off the vehicle when it's in use.

The interlock can be mounted on the vehicle dashboard where it can be seen and heard at all times.

1.1 Handset Shortcuts

#1 Service appointment time and date

#2 Ignition and battery voltage

#5 Creates a call code for an unlock code

#0 To enter the unlock code

#9 Head and relay serial numbers

If your interlock is not working like you think it should or you need help with the interlock, call 0800 002 182.

If your call is outside normal business hours, you'll be asked to leave a message. Please be sure to include your full name, phone number and full details of why you're calling so we can help you. If your call isn't urgent, you'll be called back on the next business day.



1.2 Parts of the Interlock



Head Unit

The head unit is mounted on the vehicle dash and connected to the relay via the curly cord.



Curly Cord

The curly cord connects the head unit to the relay.



Mouthpiece

Mouthpieces are attached to the head unit.



Relay

The relay is mounted under the vehicle dash and isn't visible to the driver.

1.3 Caring for the Interlock

You are responsible for any damage to the interlock.

Device Care

Do not place the interlock on the floor, where you can't see or hear it, or where it may be damaged. Do not expose the unit to moisture or liquids.

Hygiene

We recommend cleaning your mouthpiece with boiling water. Ensure the mouthpiece is completely dry before re-inserting into the device. The use of cleaning wipes may affect your breath sample when taking a test due to alcohol products in the wipes.

Tampering and Misuse

Do not attempt to circumvent, tamper with or otherwise misuse this device. The device is designed to detect and record these incidents as a violation, and may result in your interlock programme being extended.



2. Preparation

2.1 Preparing for a test

From the time you get into your car until the point at which you're able to turn on your vehicle, the process may take several seconds to several minutes (depending on your ability to complete a test). With your personal safety in mind, take special care when and where you park your vehicle.



To power up the interlock, turn on your engine ignition. This is the position where all the dash lights and accessories come on.

2.2 Clearing Contaminants

If you've had anything to eat, drink, smoke or chew within 15 minutes prior to taking a breath test, rinse your mouth with water before attempting a test.

This will avoid causing a 'contaminant' alcohol reading and logging a violation.



1. Rinse your mouth with water. Swishing with water helps to break up food particles in the mouth.



2. Take a few deep breaths away from the interlock then bring the interlock to your mouth ready to blow. Exhaling completely aids in providing a full breath sample.

2.3 Contaminants

The following items may cause an alcohol reading when you blow into the interlock (not a complete list):



Mouthwash



Pizza



Kombucha/Fermented
Drinks



Vape/Cigarette



Medicines



Hand Sanitiser



Perfume/Deodorant



Paint/Solvent fumes



Inhalers

Any foods or drinks can cause contaminant alcohol readings.

If you've had anything to eat, drink, smoke or chew within 15 minutes prior to taking a breath test, rinse your mouth with water before attempting a test.



3. Use of the Interlock

3.1 Start-up Procedure

1. Turn the car on. The interlock will activate, and the screen will display **INITIALIZING**.
2. When the interlock is ready, the screen will display **BLOW**.
3. After a successful completion of the test, the interlock analyses the breath sample, and the screen will display **ANALYZING**.

The display will then show one of the following test results:

PASS

Following **PASS**, the interlock will show **START 3:00**. You may now start the engine.

WARN

You have blown alcohol into the interlock and you are close to the fail limit. You are able to start your vehicle; however, your alcohol level may continue to rise, and you may be at risk of blowing a violation on a rolling re-test.

If you hold an interlock licence, you must not drive until there is no alcohol in your system.

VIOLATION

A **VIOLATION** occurs when the alcohol detected is above 0.020 BAC. The interlock will enter a 5-minute lockout countdown and you will need to take the test again. Each subsequent violation will result in a 30-minute lockout countdown.

ABORT

One of several **ABORT** messages: Abort means that you need to adjust the way that you're taking the test.

See abort messages on page 16.

3.2 Taking a Test



1. To take a test, blow and hum the word 'who' into the mouthpiece.
2. Stop blowing when the long beep tone stops.
3. As the interlock analyses the breath sample, the screen will display **ANALYZING**.

When the analysing is complete, the test results will show on the screen.

See test results on page 11

3.3 Rolling Re-tests

You will be requested to complete rolling re-tests while the engine is running, even if the vehicle isn't moving. The interlock will ask for a rolling re-test by indicating **BLOW** in the display and a 5-minute countdown timer. It'll also beep regularly until the test is taken. The first re-test typically happens 10-15 minutes after the engine is started.

VIOLCK@#d: #

You have 5 minutes to perform the rolling re-test. We recommend you pull over to do this, however you can complete the test while driving. If you fail to pass the re-test, the interlock will show **MISSED TEST**. This will put the interlock into a 6-day violation countdown.

Failure to pass a rolling re-test will result in a violation, and the interlock will need to be serviced within 6 days.

- ❌ DO NOT turn off your vehicle without taking the rolling re-test. Take every test that the interlock asks for.
- ❌ Missed re-tests are logged on the interlock record and may result in an extension of the interlock sentence.

3.4 Monthly Service



Each month your vehicle must be taken to a service centre for servicing and to have the data downloaded. This takes around 10 minutes.

Some service centres require bookings.

You have a 7-day window either side of the day of the month of your installation date to get the vehicle in for a service. For example, if your installation date was on the 7th, you can take your car for a service from the 1st through to the 14th of every month that you've got the interlock installed.

3.5 Violations

VIOLATION

The Smart Start Interlock records every type of violation that occurs. The most serious are alcohol-related violations.

Your interlock will detect all alcohol, including small traces of alcohol, because of its accurate, alcohol-specific fuel cell technology. For instance, your interlock can tell what your exact breath alcohol concentration (BrAC) level is, or if the attempted test was performed by a human. Violations include:

- ✗ Tampering with the interlock e.g. disconnecting the interlock while driving.
- ✗ Failing a test when starting the car because of your breath alcohol level or alcohol reading while driving.
- ✗ Failing to take a rolling re-test.
- ✗ Starting or attempting to start the vehicle without an initial breath test.
- ✗ Failing to present the vehicle for a scheduled monthly service.

3.6 Lockouts

The interlock will lock out and not allow you to take a test as a result of the following events:

5-Minute Lockout

Causes	✗ Blowing an alcohol reading when starting the vehicle.
What to Do	✓ Rinse your mouth with water before you try again. ✓ Take several deep breaths, and re-test when prompted.

If the interlock has detected alcohol and you haven't been drinking alcohol, it's important to retake the test after 5 minutes, to prove it's a contaminant.

30-Minute Lockout

Causes	✗ Blowing a consecutive alcohol reading into your interlock, or a high level alcohol reading.
What to Do	✓ Leave your key in the ignition and turned on for the full 30 minutes to clear the lockout.

If you have been drinking alcohol in the past 24 hours, we advise you to leave your vehicle and try again later when your alcohol level is back to zero.

Service Lockout (LOCKOUT SRVC)

Initially, a warning will show on the screen as **SRVC LCK** with a countdown. This is the number of days or hours you have remaining before the interlock locks out due to missing a monthly service.

Causes	✗ Missed monthly service The interlock will count down after a service is missed. When it's finished counting down, the interlock will be locked out and display LOCKOUT SRVC.
What to Do	✓ If the countdown timer finishes before you've taken it to the service centre, call 0800 002 182 for an unlock code. The code will last for 6 hours, incurs an additional cost, and will only be given once. ✓ Take the vehicle for a service within 6 hours of entering the unlock code.

Violation Lockout (LOCKOUT VIOL)

When a violation is caused, the interlock will go into a 7-day countdown before it locks out.

Causes	✗ High alcohol reading on the initial start. ✗ Alcohol detected on a rolling re-test. ✗ Missed rolling re-test ✗ Disconnecting the interlock after starting the engine.
What to Do	✓ Call 0800 002 182 for an unlock code The code will last for 6 hours, incurs an additional cost, and will only be given once. ✓ Take the vehicle for a service within 6 hours of entering the unlock code.



4. Troubleshooting

4.1 Abort Messages

If your blowing technique does not satisfy the test requirements, the interlock will show one of the following error messages:

Blow Longer

The blow/hum sample was not long enough, try again blowing softly and steadily.

Hum Stronger

Blow/hum not performed properly, try varying the pitch of your hum - if it's too low or too high, it may not be detected.

Blow Softer

Caused by blowing too hard into the interlock, blow softer.

Don't Inhale

Not enough pressure was detected, or breath was inhaled at the start of the test. Hold the interlock well away from your mouth when you inhale and bring it to your mouth when you're ready to start blowing.

Abort Tamper

Something is blocking the flow of air through the interlock. Make sure that your hand isn't covering the vent on the back. Check for obstacles, remove them and blow again.

Abort Pump

The pump in the interlock is not responding properly. Try again. Try blowing hard through the mouthpiece into the interlock to dislodge any blockages, then try again.

While the car is off, remove and then reconnect the curly cord after 15 seconds and try again. Call 0800 002 182 if the problem persists.

4.2 Service Messages

APPT: 15/02/2025

Your service appointment is on the date shown. To view your appointment, press # then 1. [See Handset shortcuts on page 6](#)

SRVC LCK @O6d or 95h

This message shows the days and hours remaining until the interlock will lock out due to missing a monthly service. Take the vehicle in for a service before this reaches 0.00. [See LOCKOUT SRVC below](#)

LOCKOUT SRVC

The interlock is in full lockout due to missing a monthly service. You'll need to call Smart Start on 0800 002 182 to obtain an unlock code. The unlock code incurs an additional cost and will only be given once. The unlock code will temporarily unlock the interlock for 6 hours. You must still take and pass a breath test after the unlock code is provided.

[See Service Lockout on page 15](#)

VIOL LCK @O6d or 95h

There's been a violation caused on the interlock, and you'll need to take the vehicle back to the service centre before the countdown ends.

4.3 Other Messages

RESTART 03:00

When the vehicle is turned off, you're allowed a short period of time to restart the vehicle without the need to blow into the interlock again. This will countdown from 3 minutes. e.g., RESTART 1:29

BLOW 05:00

The interlock requires a test within the stated timeframe. e.g., BLOW 3:35

4.4 Mechanical Servicing and Repairs

WOF and Servicing

When you take your vehicle for a WOF or service (unrelated to the interlock service), it is best for you to stay at the mechanics and be ready to blow when required.

You are responsible for ALL activity recorded by the interlock. Make sure anyone using the vehicle, including mechanics, knows how to use it and completes any rolling re-tests if the engine is left running.

If a mechanic causes a violation, you will need to take your vehicle for an interlock service at your expense.

To avoid this, try to book mechanical work just before your regular monthly interlock service. That way, any violations can be cleared at no extra cost.

Jump-Starting the Vehicle

If your battery is flat, you can jump start the vehicle.

Follow these steps:

1. Unplug the interlock head unit
2. Connect the jumper leads
3. Reconnect the head unit, take a test, and start the engine

The best option is to remove and recharge the battery instead.

If a flat battery causes a violation, you will need to take your vehicle for an interlock service at your expense.



If your vehicle is likely to be out of action over the time when your monthly service is due, contact Smart Start on 0800 002 182 immediately.



5. Removal

Smart Start requires authorisation from the NZ Transport Agency before the interlock can be removed from your vehicle. You must meet the exit criteria. For more information, see Smart Start's Guide to Exiting the Programme, available on our website:

www.smartstartinterlocks.co.nz/frequently-asked-questions

After you've been approved to exit the interlock stage of the programme you'll need to:



1. Obtain a zero-alcohol licence
2. Book an appointment to have the interlock removed
3. After three years, apply for a standard licence

Important!

The interlock isn't automatically removed after 12 months. The NZ Transport Agency requires you to provide 6 months of violation-free data before approval to exit the programme is given.

After your final service, apply online to exit the programme using the QR code below. If you have any questions, call the NZ Transport Agency on 0800 822 422.

Once authorisation from the NZ Transport Agency comes through, you can go to a licencing agency to obtain your new zero-alcohol licence. Once you've got your zero-alcohol licence, call Smart Start to book a removal.





6. FAQs and Helpful Links

Frequently Asked Questions



Interlock Training Video



How To Blow Into Your Interlock



If you can't find the answer you're looking for, please contact us on 0800 002 182, we're here to help.

Smart Start Service Centres

Smart Start Interlocks has the most extensive network of service centres throughout New Zealand to make the installation and servicing of your interlock easy.

Please scan the QR code below or search 'Smart Start Interlocks' on google maps to find your closest service centre.

If your location is not listed, contact us on 0800 002 182 as we may be opening a service centre near you soon.



If you're out of town when your monthly service is due, you can pop in to any of our other service centres. Some service centres will require bookings.

Service Centre Locations



A personal breathalyser could save you hundreds, even thousands of dollars!

Why it's a smart investment:

- **Test before using your interlock:** Catching alcohol readings early will stop your sentence from being extended.
- **After removal:** If you are caught on a zero alcohol licence with any alcohol in your system, you'll be back on the interlock programme. A quick self-test will avoid that.



Lifeloc FC10

AF-35C



Call us on 0800 002 182 to order yours today!



Personal Breathalyser

Needing a second interlock for another vehicle?

We offer a smart, hassle free solution with:

- ▶ Lower cost
- ▶ 6 monthly servicing
- ▶ Fixed term plan
- ▶ Easy operation
- ▶ No violation fees

Perfect for work vehicles, shared family cars, and heavy or remote-use vehicles.

Call us on 0800 002 182 to find out more!



Secondary Interlock