



If You Need to Drive, We Can Help
www.smartstartmn.com
952-224-7050

SSI-20/30™ USER INSTRUCTIONS

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The SSI 20/30 is a breath-alcohol ignition interlock device which requires the user to take and pass a breath test before the vehicle will start. If the breath alcohol sample submitted is at or above the preset fail level, the vehicle will not start.

HOW TO TAKE A TEST:

1. When you turn on the vehicle's ignition, the unit will activate and the LCD will display **WAIT ####**. The device is preparing for a test. Take this time to drink WATER to eliminate breath contaminants.
2. Once the unit has initialized, the LCD will display the word **BLOW**.
3. You can only take a test when the LCD displays the word **BLOW**.
4. The best way to take a proper test is to blow and hum steadily into the mouthpiece of the unit by saying the word "**WHO**". During the test the LCD will display the word **TEST**.
5. Keep blowing into the mouthpiece while humming "**WHO**" until the unit clicks and the sound of the beep changes to a higher tone to let you know when to stop (approximately 7 seconds).
6. If you do not successfully complete the test, the LCD will display the word **ABORT**, followed by the reason.
7. After successful completion of the test, the LCD will display the word **ANALYZING**.
8. The unit will then analyze the breath sample and display **PASS**, **WARN**, **FAIL**, or **VIOL**.
9. During normal operation of the unit, the LCD will display "******", indicating engine running.

AFTER YOU TAKE A TEST, 1 OF 5 THINGS WILL HAPPEN:

1. The LCD display will show the word **PASS** and you may now start your vehicle
2. The LCD display will show the word **WARN** and you may now start your vehicle
3. The LCD display will show the word **FAIL** and you **will not** be able to start your vehicle
4. The LCD display will show the word **VIOLATION** and you **will not** be able to start your vehicle
5. The LCD display will show the word **ABORT** and you **will not** be able to start your vehicle

If you do not successfully complete the test, the LCD will display any of the following error messages:

- Blow Harder - this means to blow longer or keep blow consistent in pressure
- Hum Stronger - also known as Hum Louder, the unit needs to feel more vibration
- Abort Tamper - air vents on the back of the unit are being covered up
- Abort Pump - "pump" in head unit is stuck. Tap head unit to get unstuck and have service center replace head unit at your earliest convenience
- Mouth Closer - make sure the mouthpiece is inserted correctly
- Please Retry - possible moisture inside of head unit

Once your vehicle is started, the device will ask for **RETESTS** by beeping and flashing the word **BLOW**. Be sure to drink WATER prior to each and every test. Failure to take the retest is a violation. (When using the device, always practice safe driving habits and keep your eyes on the road. You should find a safe place to park before taking a retest.)

Handset mount - You have been provided with a handset mount to keep your device within easy reach and out of harm's way. If your mount needs replacing, advise our service personnel and we will secure a new one.

LOCKOUTS The LCD displays the number of violations left when you press the pound sign and the number three. The counter starts with the maximum available violations and counts down. Each time a violation is registered, the unit will deduct 1 from that number. The device will "**lockout**" and not allow you to take a test under the following 3 conditions.

1 - 15 MINUTE LOCKOUT

A fifteen **minute lockout** is indicated by an LCD display of **FAIL /LOCK ###**. This happens when you blow 3 fails in a 15 minute period. The device will TEMPORARILY LOCKOUT for ONLY 15 minutes. This can happen before you start your vehicle OR after you start the vehicle and then fail 3 RE-TESTS! During this **15 minute lockout** the device **will not** allow you to re-test. Use this time to drink water, take some deep breaths and test again when the device resets. NOTE: If this happens while you are driving, the device will not reset until you turn off your vehicle for 15 minutes. A **15 minute Lockout** may require you to return for service.

2 - SERVICE LOCKOUT

A **service lockout** is indicated by an LCD display of **SRVC / L ###**. This is the number of hours remaining before the device shuts down due to missing your service date. Once the device displays "LOCK," it WILL REQUIRE you to call your service provider for an Unlock Code. There may be a charge for this code. **DO NOT IGNORE THE SERVICE WARNING** grace period

3 - VIOLATION LOCKOUT

A **violation lockout** is indicated by an LCD display of "**LOCKOUT VIOL**". This will occur after you use your last violation **AND** you exceed the allowed lockout grace period. A violation is caused by a HIGH LEVEL breath failure, OR by missing a re-test, OR by starting the vehicle without passing a test OR by disconnecting the head while the device is turned on. These violations are counted between service visits. The unit will countdown with time remaining on the lockout. Once the device displays "**LOCKOUT VIOL**", it WILL SHUT DOWN and require you to call the main office for an unlock code. **DO NOT IGNORE THE LOCKOUT WARNING** grace period.

QUICK REFERENCE INFORMATION

AFTER HOURS OPERATION

If you need troubleshooting after hours, please call us toll free at **800-880-3394**. Our voice recording will direct you accordingly. Please follow the directions. **If you leave a message be sure to include your area code, phone number and full name or we may not be able to return your call.** You can also leave a support ticket on our website at www.smartstartmn.com.

UNLOCK CODES

Smart Start is the FIRST interlock provider that offers REMOTE UNLOCKING. This service is available if you go past your lockout grace period and need to get to a service center. You will be given a code from our corporate office. The code can be entered into the device using the keypad. This code will extend your lockout grace period for 6 hours from the time you enter it into the device. The code is only good ONE TIME and the device will operate as normal. You are required to take and pass a test before starting the vehicle. The code DOES NOT bypass the device.

HELPFUL HINTS AND ANSWERS

LCD DISPLAYS	DESCRIPTION
WAIT ##	The unit is preparing for a breath test.
BLOW	The unit is ready to accept a breath test.
TEST	The unit is accepting the test.
SRVC / L ###	A reminder of the number of hours remaining before the unit goes into lockout due to missing your monthly service appointment.
BLOW / VLOCK @ # D ##	A reminder of the days remaining before lockout due to violations.
LOCKOUT VIOL	The device is in lockout due to violations. You must call to get an unlock code that is only valid for 6 hours.
APPT ##### / MM/DD/YY	A reminder, your appointment date is approaching. Starts flashing 5 days before your appointment date.

- *You must drink WATER prior to each and every breath test. This will eliminate breath contaminants. Remember, always take a DEEP BREATH immediately before taking a test.*
- The interlock device has no effect on the engine operation and cannot turn your engine off once it is running.
- Anyone can drive your vehicle, but they must use the device, and *YOU are responsible for all readings recorded by the device.*
- **If you are the driver of the vehicle, letting someone else take a test for you is a program violation.**
- If your vehicle needs service, have the service technician call Smart Start for instructions. Keep receipts from the shop indicating the date and time it was in for service as well as the date and time it was picked up.
- If you need to replace your battery or starter, YOU MUST UNPLUG THE HEAD UNIT FROM THE CURLY CORD BEFOREHAND. Also, keep the receipt of purchase and keep the time between disconnecting the battery and reconnecting it as short as possible.
- You have several minutes to respond to a retest. Missing a retest is a violation and will be recorded by the device. You cannot have 3 missed tests in a 7 day period.
- Once the device begins asking for a retest, be sure to take the test **before** turning off your ignition or you will lose a violation.
- When using the device, always practice safe driving habits.
- Do not use a breath freshening agent just before taking a test. Most of these agents contain a high level of alcohol.
- Place the device where you can see the LCD display. If a Retest is requested and you are driving with the radio playing loud or a window down, you may not hear the Beeping sound that the unit will make. If you can see the LCD display, you will probably notice the retest indication. An optional LED light is available for clients who are hearing impaired.
- Do not place the interlock where it is prone to damage: on the floor, under your ashtray, or where you can't see it or hear it. Also, do not expose the unit to moisture from liquids. You are responsible for damages due to negligence or abuse of the device.

If your unit locks out or is not operating properly, please call the main office at 952-224-7050 for troubleshooting. We may ask you to tow your vehicle to the nearest Smart Start location. If the problem is found to be with the device, we will reimburse you for the amount of the tow bill. You will be responsible for the tow bill if the problem is not unit related. Towing MUST be approved through the Minnesota corporate office.