

Monitoring Authority **FAQ**

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What is Intoxalock?

Intoxalock is a state-of-the-art Breath Alcohol Ignition Interlock Device (BAIID) designed to minimize the occurrence of drivers operating vehicles while under the influence of alcohol. This device may be used in a variety of circumstances in which alcohol monitoring is required. In many states, having an Intoxalock ignition interlock installed is an important step in helping your clients to regain their driving privileges after a drunk driving offense. [Back to top](#) ↑

Is Intoxalock reliable?

Intoxalock has pioneered and perfected the alcohol specific fuel cell technology in the ignition interlock industry. With over 20 years of experience, Intoxalock has proven to be a market leader with more than 30,000 active units in the field. Intoxalock is the only ignition interlock device independently tested and certified to hold a calibration for over 180 days. (Note: Calibration time periods differ greatly based on state requirements.) [Back to top](#) ↑

Will an ignition interlock shut off a vehicle if it detects alcohol?

No, an ignition interlock will never shut off a running vehicle. The technology is not capable of affecting the running status of the vehicle. If alcohol is detected while the vehicle is running, the device will record and react according to the pre-programmed configurations. [Back to top](#) ↑

What does it cost?

Intoxalock devices lease for less than \$3 per day, depending on the lease length and model. Additional fees vary by state and are paid directly to the service center for installation, calibration and/or removal. [Back to top](#) ↑

How does an eligible driver get a device?

Your client will call Intoxalock on our toll-free number at (888) 283-5899. Our customer experience representatives will guide the eligible driver through the process of obtaining the ignition interlock device, establishing an installation date and time and educating the client on the device's operation. [Back to top](#)

Where does an eligible driver go for installation?

Intoxalock currently has over 1,300 installation centers nationwide. Our customer representatives will help your client schedule their installation at a location nearest them. Locate an Authorized Intoxalock Installation Center at www.Intoxalock.com/Installation. [Back to top](#)

Is Intoxalock difficult to operate?

The device is simple and easy to use. It has only one button to press for activation. The LED screen and audio alerts will prompt the client with instructions on when to submit a breath sample, when to take a retest and when the device needs servicing. Intoxalock provides a user's manual, onsite training at the service center and [instructional videos](#).

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Why does Intoxalock have an LED Screen?

It is our philosophy that Intoxalock is a behavior modification tool. By displaying the Breath Alcohol Concentration (BrAC) information, Intoxalock can educate drivers on the effects of alcohol consumption. The LED screen* will also notify the driver when the unit needs to be serviced.

*BrAC display not available in all states. [Back to top](#)

What information is collected by the Breath Alcohol Ignition Interlock Device (BAIID)?

The information captured with each breath sample and recorded in the data log includes:

- Breath Alcohol Concentration (BrAC)
- Date & time stamp
- Tampering
- Photo verification*
- GPS location*
- Breath temperature
- Breath pressure
- Test failures

*Available with our eLERT devices

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What is done with the information recorded to the data log?

Data is downloaded and made available to the appropriate authorities to monitor the activities of their ignition interlock program participant. The data log information is available for review via our secure online application, Intoxalock Log Reporter. Intoxalock eLERT enables you to review the data log information in real time through the same application.

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What is a "Recalibration" or "Calibration"?

During the calibration process, the driver must exchange a current unit for a newly calibrated unit. This allows Intoxalock to download the information stored on the data logs and make sure each unit is operating correctly. Regulations vary from state to state; however, all states require data log downloads and servicing, generally every 30 to 60 days. Depending on the state, the client will either return to the service center for the **"Quick Exchange"** option or participate in the **"Direct Exchange"** program, in which the equipment can be shipped directly to the customer.

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What is a “Rolling Retest”?

State regulations mandate that ignition interlock devices require the client to submit random breath tests while the vehicle is running. The driver must provide a breath sample in the same manner as the start-up test process. One of the reasons for the Rolling Retest is to prevent alcohol consumption after the vehicle has been started. [Back to top](#) ↑

What is a “Lock Out”?

A Lock Out occurs when there has been a violation of state regulations. Violations can include but are not limited to a driver blowing a high BrAC and/or missing or failing a Rolling Retest. As indicated by state law if an Intoxalock is put into a Lock Out, the device will alert the driver. It cannot shut off the vehicle while it is running, only prevent it from starting until a passing BrAC is provided. Intoxalock’s LED screen will provide a countdown period, indicating to the client that they must replace the unit before the countdown expires. A replacement unit can be ordered by simply contacting Intoxalock where representatives are available seven days a week or set it up at your convenience in [My Account](#).

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