

Be sure to schedule an appointment for your bi-monthly or any other services that you be able to attend on time. If you need to change the appointment date or time, make sure you contact your service center to reschedule. If you miss your appointment, you will incur a missed appointment fee. If you show up to the service center on a day/time you are not scheduled, you will be instructed to come back at a scheduled date/time for service.

## **MECHANIC INFORMATION:**

If a mechanic needs to work on your vehicle inform them to contact 1-800-880-3394. They will need to call from a landline and be able to verify the business. They will be given instructions to work on the vehicle with the device. If a violation occurs while at the mechanic, you are still responsible for the violation fee.

You are responsible for the safe operation of the device while in your vehicle. You are responsible for any and all violations that may occur. Always rinse with water prior to any test.

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Permanent lockout After 96 hours: If your device is fully locked out call 1-800-880-3394 and use the automated lockout code process ONLY if your device is completely locked out (will read LOCKOUT VIO or SVC LOCKOUT). The (Violock04day) message does not mean you are completely locked out. It means you have 4 days to return to a service location. If the 4-day window has elapsed, you will need to contact the corporate office and get a 6 hour unlock code. If an unlock code is needed, that means you are locked out and a violation reset fee will be charged. There is a separate fee for an unlock code if one is needed.