



FREQUENTLY ASKED QUESTIONS ABOUT IIDs

Q&A: TROUBLESHOOTING & TIPS

Q: Are there tips for operating an IID in extreme temperatures?

A: IID user manuals include specific instructions for operation in temperature extremes. These are some recommendations for cold weather operation:

- With the engine and power to the device OFF, disconnect the handset and store in your home or office. You must reconnect the handset before attempting to start your vehicle. Your vehicle will not start without the handset.
 - Only the handsets of devices with cameras may be removed.
- Do not place or leave the device on the floor of the vehicle where it will come into contact with snow, ice, water and dirt
- Position the device so any breath condensation will drain from the unit
- Remove the mouthpiece and keep in a warm place until needed
- Warm the device by gently blowing air in a few times before attempting to start the vehicle

Recommendations for hot weather operation:

- Do not store the device in direct sunlight
- Do not attempt to keep the device cool by storing it with ice
- While it is unlikely that summer temperatures in Wisconsin would cause damage to an IID, the handset can be removed, as noted above

Q: I think my IID has malfunctioned, who do I contact?

A: If you believe your ignition interlock device has malfunctioned, contact the manufacturer's customer service department, and explain what has happened. In some cases, the device may go into an early recall, which requires service within a few days. The manual provided at the time of installation will detail what to do when the device fails. You may also contact your local service center for assistance.

Q: Why does the device display a countdown every time I turn off the ignition?

A: The device is required to have a feature where, after successfully starting the vehicle and the engine stops for any reason, the engine can be restarted without providing a breath sample. This timer is set at two minutes and the display will either show the actual countdown or in the case of the FC-100, the green light will flash.

Q: My breath samples keep getting rejected- can I change to a different IID?

A: Yes. A service center is required to ensure that you can successfully operate the device during the installation appointment. If you are incapable of providing successful breath samples, contact the customer service department and explain the situation to them. They may ask you to take the phone into your vehicle and listen while you attempt a sample. In many cases, they can provide additional instruction so that you can perfect your sampling technique. For some, the reason for rejection is due to anxiety related to sample rejection- the best way to alleviate this stress is practice.

For some, sample rejection is related to the anti-circumvention technique employed by the device. If working with a customer service representative is unsuccessful, then the next alternative is to change the device. If the change in breath flow direction is causing the failure, you may want to try one that utilizes a hum tone or electronic monitoring. Contact another manufacturer to ask if you can go to one of their service centers to see



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if their device is a better alternative. Once you have decided to change IIDs, try to have the new device installed as soon as possible after the other is removed. Remember that you must have a licensed driver to legally get your vehicle to the installation appointment.

Q: I had no problem starting my vehicle, which is parked outside, until cold weather. This morning I failed the first retest sample, even though I did not consume any alcohol yesterday. Any ideas where the alcohol came from?

A: After starting the vehicle, the offender likely used the defrost cycle to clear the windshield. The air is pulled directly into the cabin through vents at the base of the windshield. If windshield washer fluid was used to speed up the process, it may be the source. This fluid contains alcohol (ethanol, methanol, isopropanol, or a combination) which prevents it from freezing in the reservoir. When sprayed on the windshield the vapors are drawn in and ultimately detected by the device.

The only way to prevent this type of result is to clear the windshield with a scraper before attempting to start the vehicle, and not use the fluid at all. While driving, rely on heated air to keep the windshield clear. If this is not possible, try to keep washer fluid use to a minimum.

Q: Is there a way use a remote starter in an IID-equipped vehicle?

A: No, an alcohol-free sample must be provided before starting an IID-equipped vehicle. Any remote starter will be disconnected when the ignition interlock device is installed; it will be reconnected at the removal appointment when the offender has fulfilled the sanction.

Q: I keep getting “false positive” alcohol readings. Will they cause a violation reset?

A: There is no such thing as a “false positive” result. Ignition interlock devices approved for use in Wisconsin only measure alcohol, which is defined by state statutes to include ethanol, methanol, propanol, and isopropanol. These compounds can be found in beverages, consumer products, and even food, and may be detected if present in the vehicle cabin while providing breath samples.

A violation reset could occur if the IID records three failed samples from *any* source of alcohol above the set-point in retest samples. It is also possible for the device to enter a temporary lockout if the alcohol was detected while attempting to start the vehicle.