

# TRATEK INDUSTRIES INC.

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[www.tratek.ca](http://www.tratek.ca)

## COURT ORDERED ALCOHOL MONITORING



### FREQUENTLY ASKED QUESTIONS ABOUT YOUR SCRAM REMOTE BREATH MONITOR



#### WILL I BE SHOWN HOW TO USE THE DEVICE PROPERLY?

During enrollment you will have the opportunity to take practice tests. You can take as many practice tests as needed to get comfortable with taking a test.

#### HOW CAN I ENSURE I GET A GOOD PHOTO WHENEVER THE DEVICE TAKES A TEST?

- Be in a well-lit area away from direct sunlight.
- Remove hats, sunglasses/eye glasses, and any hair hanging over the face.
- Stand or sit with your back against a wall, hold your head upright, and look directly forward.
- Hold the device up to your mouth with the breath tube level with the floor.
- Blow steady and consistent until you see STOP on the Remote Breath device.

#### HOW DO I KNOW WHEN I AM SUPPOSED TO TAKE A TEST?

The court is responsible for designating your test schedule. These can be “fixed tests” that occur at the same time on certain days, “random tests” which can occur at any time, and “on-demand” tests that can be ordered any time. The device itself will turn on and prompt you for a test. Additionally, you can opt to have courtesy reminders sent to your cell phone.

#### WHAT ARE “COURTESY REMINDERS?”

Courtesy reminders are additional reminders that can be sent to your cell phone to remind you that you have a test coming up. These are in addition to the notifications that are generated by the device. Only one reminder will be sent per testing period. You will be responsible for any data charges that may apply.

#### THE DEVICE POWERED UP FOR NO APPARENT REASON. IT DID NOT REQUEST A TEST AND THEN SHUT DOWN. WHY?

The device powers up and connects to the network every 20 minutes to check for any updates.

#### HOW LONG DO I HAVE TO TAKE A TEST ONCE THE DEVICE ACTIVATES AND PROMPTS FOR A TEST?

There is a grace period set for each program. The grace period is the amount of time that you have to take a test once the test has been initiated. It can be set to any amount of time the court wishes. Your supervising agent will tell you what settings are used for your program.

#### CAN I TAKE A REQUIRED/REQUESTED TEST WHILE THE DEVICE IS PLUGGED IN AND CHARGING?

Yes. You can take a test while the device is plugged in. Just ensure that you are following all the steps for a quality picture during testing.

#### HOW WILL I KNOW IF MY TEST WAS TAKEN PROPERLY? WILL I KNOW IF I PASSED?

If there is any abnormality in your test the device will prompt you for a retest. The device will tell you what to do if this occurs. The device does not tell you if you pass or not. To ensure that you pass your tests, make sure you follow all proper testing procedures.

#### HOW OFTEN DO I HAVE TO CHARGE MY DEVICE?

You are required to charge it every day. The battery light will turn solid green once the battery is fully charged. Allowing the battery to run low or die is a violation that will be reported to the court.

#### I'VE LOST MY REMOTE BREATH DEVICE. IS THERE ANY WAY IT CAN BE TRACKED?

Yes. You can contact your supervising agent and ask them to send an on-demand test to the device. A GPS location is taken with missed tests as well as taken tests, and a GPS location will be mapped for the device. If the battery has been depleted, we can attempt to locate it by the last known location. If it is not located, you may incur the cost to replace the lost device.

Our website is located at [www.tratek.ca](http://www.tratek.ca) , feel free to look and learn more about us.

PLEASE CONTACT US FOR ADDITIONAL INFORMATION, OR TO FIND A REP NEAR YOU.

