

Is your e-TAG working

Each time you pass through an electronic toll point your e-TAG will 'beep'.

On Westlink M7 beeps indicate:

1 – enough credit

3 – account balance low, please top up

4 – registration suspended or cancelled – you may receive a violation notice or fine – call 13 TOLL (13 8655)

0 – there may be a problem, check that your e-TAG is installed according to the instructions provided and if problem persists call 13 TOLL (13 8655)

On all other tollways beeps indicate:

1 – your e-TAG is operating normally

0 – there may be a problem, call 13 TOLL (13 8655)

If you hear anything other than one beep please ask the person responsible for your account to call us immediately.



How to remove your e-TAG

You may need to remove your e-TAG:

- to use it in another vehicle. You will need an additional e-TAG holder for your other vehicle.
- if you sell your vehicle, remove your e-TAG.
- to return your e-TAG send it to the address shown on the label on your e-TAG.

To remove your e-TAG from its holder, press the bottom centre of your e-TAG towards your windscreen. Your e-TAG will click out of its holder.

Using your e-TAG

Your e-TAG comes to you ready to use, fully activated and linked to a Roam account. Once you've installed your e-TAG, you can drive on any Australian toll road, bridge or tunnel straight away.

Use your e-TAG anywhere you see the red and yellow  symbol in NSW.

Your e-TAG works in VIC and QLD too.

How to contact Roam

Phone 13 TOLL (13 8655)

Internet roam.com.au

Email enquiries@roam.com.au

Mail Roam Tolling Pty Ltd
Locked Bag 5002
Parramatta NSW 2124

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DISCLAIMER Roam Tolling Pty Ltd and its agents and contractors will not be liable for any damage caused to you, to other persons or to property if you fail to follow the instructions on this sheet.

Roam is a Transurban Group company.



Heavy Vehicle e-TAG
Installation Guide

How to install your Heavy Vehicle e-TAG

e-TAG kit

Includes your heavy vehicle e-TAG® device and an e-TAG holder.



Check you have the correct class of e-TAG

There are two vehicle classes for e-TAGs. Tolls vary depending on your vehicle class, so make sure you have the right e-TAG for your vehicle before you install it.



Car e-TAGs can only be used in **Class 2** vehicles, ie:

- a car or other vehicle with 2 axles under 2.8 metres high, or
- a vehicle with trailer (3 axles in total) under 2 metres high.



Heavy vehicle e-TAGs can only be used in **Class 4** vehicles, ie: when it exceeds the Class 2 dimensions detailed above.

Write the number plate of your vehicle in the space provided on your e-TAG label.

If you already have an electronic tag from another toll company, you will need to remove it before you install your Roam e-TAG or you may be overcharged. Return the old tag to the other toll company to get back your tag deposit or to avoid unnecessary fees.

Check you have the right e-TAG holder for your vehicle

Your e-TAG holder is designed for heavy vehicles with vertical windshields. If your vehicle has an angled windshield, like a car's, you will need an angled e-TAG holder.

Any questions call Roam on 13 TOLL (13 8655)

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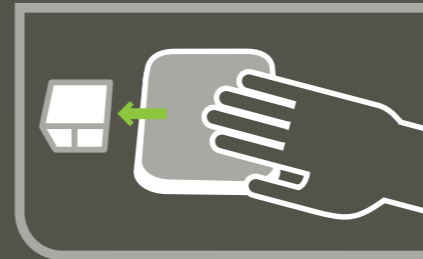
➔ Follow these easy steps

1. Clean your windscreen with a household window cleaner and let your windscreen dry.



Insert your e-TAG into its holder

2. Hold your e-TAG in a horizontal position with the grey side facing you, as shown.

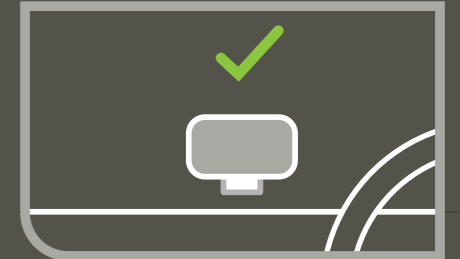


3. Insert the upper lip of your e-TAG holder into the indent on the top your e-TAG (where the white and grey sides meet). Push the flat side of your e-TAG holder so its bottom lip clicks into the slot on the back (white side) of your e-TAG.



Attach your e-TAG to your front windscreen

4. First, check where you are going to position your e-TAG before removing the adhesive backing strip*. You should place your e-TAG in the centre of your windscreen a few centimetres above the dashboard. Make sure your e-TAG is straight and doesn't block your vision. There must be no objects near, and no objects attached to, the e-TAG other than the e-TAG holder.



5. Peel the adhesive backing from your e-TAG holder.

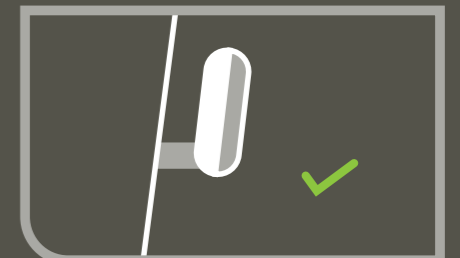


6. Hold your e-TAG as shown. Make sure your e-TAG holder is straight and the white side of your e-TAG is facing towards your windscreen. Press your e-TAG holder against your windscreen, holding firmly for one minute. Leave the e-TAG in the holder for at least 24 hours for the adhesive to set.



Check you have installed your e-TAG correctly

7. When installed correctly, the white side of your e-TAG will face your windscreen and be angled towards you, as shown.



* Please note: If your vehicle has a metallic windscreen, check the manual (or contact the manufacturer or distributor) for the correct position on the windscreen to install your e-TAG. If you don't install the e-TAG in the correct position and it does not beep you may be charged an administration fee per trip.