

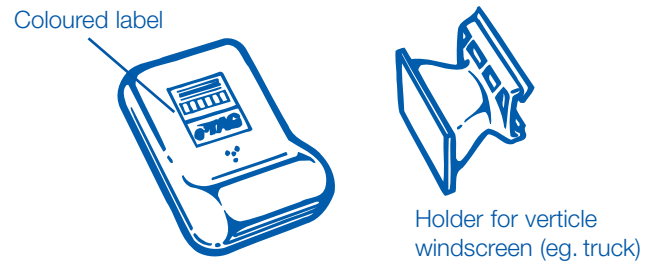
e-TAG Installation Guide

Installing and removing your e-TAG® and e-TAG holder

For cars and light commercial vehicles

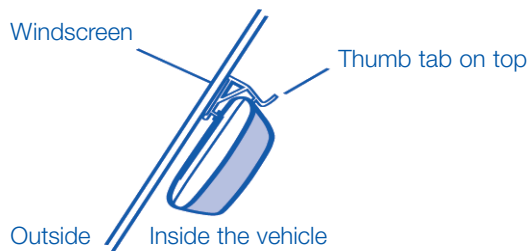


For heavy commercial vehicles

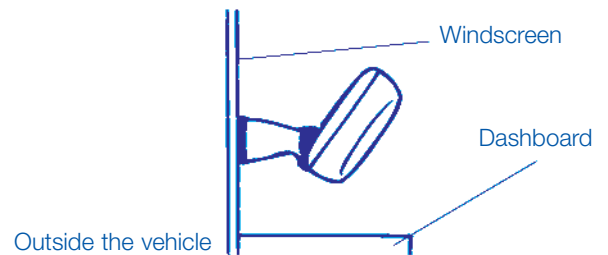


Please ensure that you install your e-TAG holder correctly. When correctly installed, the white surface of the e-TAG device will face outwards and be angled upwards, as shown. If you have difficulty installing your e-TAG, call CityLink on 13 26 29 or 1300 360 962 for commercial account customers.

For cars and light commercial vehicles, a correctly installed e-TAG holder will look like this:



For heavy commercial vehicles, a correctly installed e-TAG holder will look like this:



Placing your e-TAG into the e-TAG holder

1. Write the registration number of the vehicle in the spaces provided on the coloured sticker on the e-TAG. If you intend to move the e-TAG between vehicles of the same class, write the registration number of the vehicle you think you will use the most on CityLink.

For cars and light commercial vehicles

2. Place the upper lip of the holder into the slit on the edge of the e-TAG where the white and grey sides meet. (The below diagram shows an e-TAG installed in the holder before the holder is attached to the windscreen).

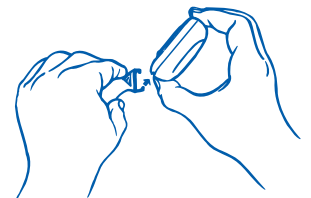


3. Firmly push the bottom of the e-TAG so that the lip at the bottom of the holder "clicks" into the slit on the white side of the e-TAG.

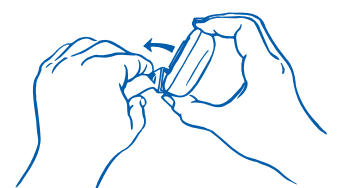


For heavy commercial vehicles

2. Place the bottom of the holder onto the narrow slit where the white and grey sides meet.



3. Firmly push the e-TAG so that the lip at the top of the holder "clicks" into the white side of the e-TAG.



Installing your e-TAG holder

Please ensure that you install your e-TAG holder correctly.

1. Insert the e-TAG into the e-TAG holder provided.
2. As it is difficult to remove the e-TAG holder after sticking it to your windscreen, trial fit the e-TAG and the holder **without removing the adhesive backing**.

Place the holder behind the rear view mirror, making sure it will fit there and not obstruct the driver's vision.

3. When you are happy that you have identified an appropriate position on your windscreen, use a standard household window cleaner to clean the windscreen where the holder will be placed.

Please ensure the surface is dry before attaching the holder.

4. Peel the adhesive backing from the holder.

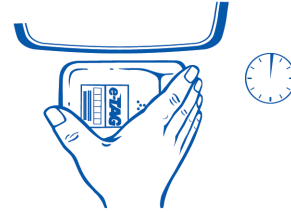
For cars and light commercial vehicles



For heavy commercial vehicles



5. Making sure that the holder is straight and that the white surface of the e-TAG faces outwards, carefully position the holder, and hold firmly for one minute. **Leave the e-TAG in this holder for at least 24 hours.**



If you require any assistance, please call CityLink on 13 26 29 or 1300 360 962 for commercial account customers.

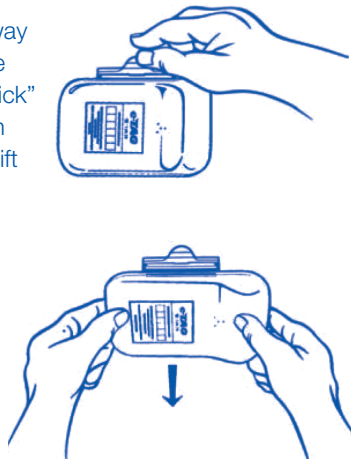
Please note: If your vehicle has a metallic windscreen, you will need to place the e-TAG holder in a certain position on the windscreen to enable proper detection or you may be charged a vehicle matching fee per trip. Your vehicle manufacturer or distributor should be able to advise where to place the e-TAG holder.

Removing your e-TAG from the e-TAG holder

We recommend that you remove your e-TAG only to move it to another vehicle. You can use your e-TAG in a different vehicle, provided the vehicle is in the same vehicle classification (car, LCV or HCV), is linked to your CityLink account and is registered to drive on CityLink. Additional e-TAG device holders are available from CityLink.

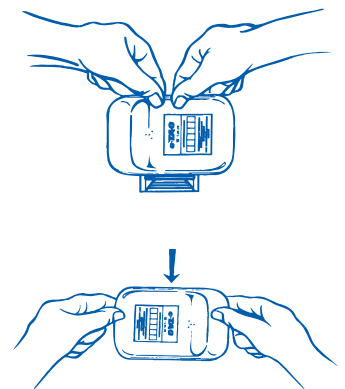
Cars and light commercial vehicles

1. Pull bottom of the e-TAG away from the windscreen and the e-TAG should now easily "click" out from the holder. Press on the holder's thumb tab and lift to release the top lip of the e-TAG holder.
2. Pull bottom of the e-TAG away from the windscreen and the e-TAG should now easily "click" out from the holder.



Heavy commercial vehicles

1. Firmly push the top centre of the e-TAG towards your windscreen, until it "clicks" out from the bottom of the holder.
2. Lightly push the e-TAG towards your dashboard, so that it comes out from the top of the holder.



Removing your existing e-TAG holder

To see a 30 second instructional video on how to remove your old e-TAG holder go to citylink.com.au and under 'Quick Links' follow the 'Brochures/Forms' link.

To remove your e-TAG holder from your windscreen please follow the instructions on this page.

Please do not use sharp or metallic objects to remove the e-TAG holder. Please do not attempt to remove an e-TAG while driving or while the engine is running. If you are having difficulty removing your e-TAG by following these instructions, please contact our Customer Service on 13 26 29 or call into our Customer Service Centre, 67 Lorimer Street, Docklands 3008.

1. With the e-TAG device still attached to the holder, hold onto the e-TAG device as shown.
2. When you have a firm grip begin to twist the device from left to right continuously. Do not pull the e-TAG as it may pop out of its holder. If this happens refit the e-TAG and try again. The purpose of the twisting motion is to break the seal between the holder and the windscreen.
3. After twisting from left to right a couple of times turn sharply in one direction as hard as possible.
4. If device does not become loose immediately wait 15 minutes and repeat steps 1, 2 and 3.
5. Use a standard household window cleaner to clean the adhesive residue from the windscreen.

The CityLink e-TAG® device remains the property of CityLink and under your customer services agreement with us, it must be returned to us within 10 business days after we ask you to return it, or within 5 business days after we ask you to return it if we have suspended the CityLink registration of your nominated vehicle. **Do not dispose of your old e-TAG device.**

Please return to Locked Bag 28, South Melbourne VIC 3205.

Disclaimer: CityLink 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 removal instructions in this guide.

Contact us

Web: citylink.com.au

Email: assist@citylink.com.au

Phone: 13 26 29 (open 24/7)

For commercial account customers:

Email: comcare@citylink.com.au

Phone: 1300 360 962 (8am – 6pm Monday to Friday)

CityLink Customer Centre

67 Lorimer Street, Docklands 3008

(Melway: 2E G10)

8am – 6pm Monday to Friday

9am – 5pm Saturday

Closed Sundays and Public Holidays

TTY: 1300 134 132

Interpreter: 13 14 50

