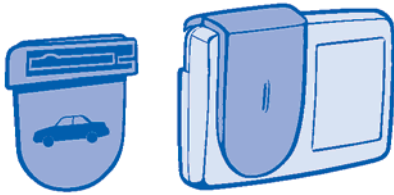


e-TAG Installation Guide

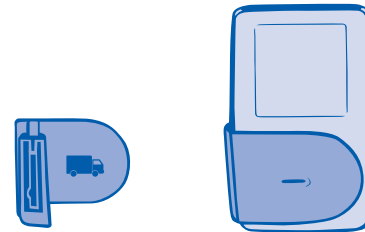
Installing and removing your slimline e-TAG[®] and e-TAG holder

Contents of an e-TAG pack

Cars and light commercial vehicles

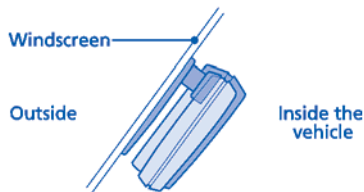


Heavy commercial vehicles

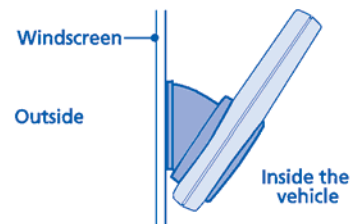


When correctly installed, the white surface of the e-TAG device will face outwards and be angled upwards, as shown. If you have difficulty installing your e-TAG, call CityLink on 13 26 29 or 1300 360 962 for commercial account customers.

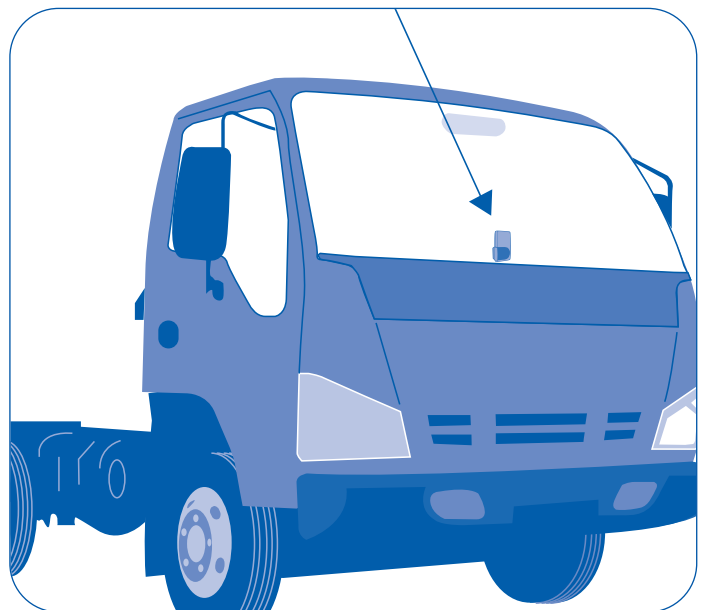
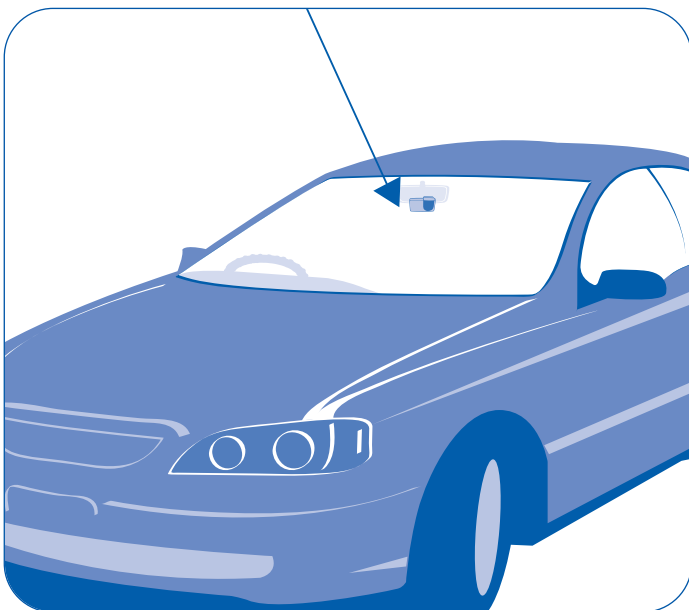
For a car or light commercial vehicle, a correctly installed e-TAG holder will look like this:



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



Suggested placement of the e-TAG on the inside of the windscreen. (As viewed from outside the vehicle.) You must carry only one e-TAG in your vehicle for your travel.



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

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. See page 3.
2. As it is difficult to remove the holder after sticking it to your windscreen, trial fit the e-TAG and the holder on your windscreen **without removing the adhesive backing**.

For cars and light commercial vehicles

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

The e-TAG should be mounted either above or below the rear view mirror.

Mounting to the left of the mirror will not allow you to remove the e-TAG from its holder.

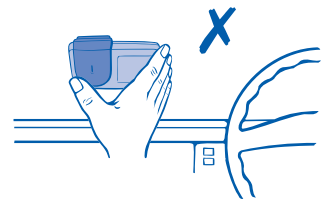
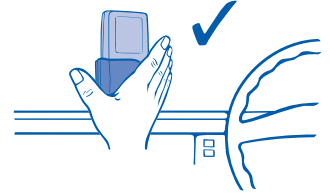


For heavy commercial vehicles

Place the e-TAG in the centre of your windscreen a few centimetres above the dashboard.

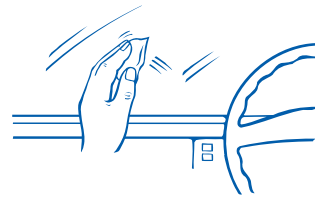
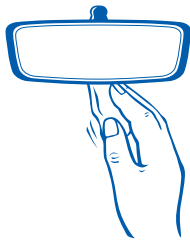
Make sure your e-TAG is straight and doesn't block your vision.

You also need to make sure that there is at least 7cm clearance between the e-TAG and any objects.



There must be no objects near, and no objects attached to, the e-TAG other than the holder.

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.**



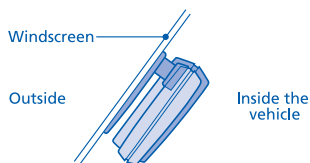
4. Peel the adhesive backing from the holder.



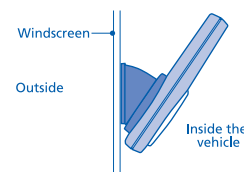
5. Making sure that the holder is straight and that the adhesive surface of the e-TAG faces outwards, carefully position the e-TAG and the holder, and hold firmly for one minute. **Do not attempt to remove the e-TAG from the holder for at least 24 hours.**
6. When correctly installed, the adhesive surface of the holder will face outwards.

You must only carry the one e-TAG in your vehicle when you travel on any toll roads.

For a car or light commercial vehicle, a correctly installed e-TAG holder will look like this:



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



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

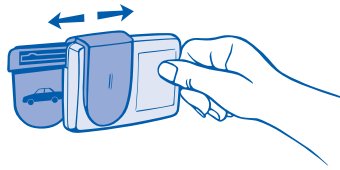
Please note: If your vehicle has a metallic windscreen, you will need to place the e-TAG holder in a certain position on the windscreen to enable proper detection or you may be charged a vehicle matching fee per trip. Your vehicle manufacturer or distributor should be able to advise where to place the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

Moving your e-TAG in and out of the 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.

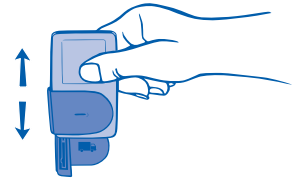
For cars and light commercial vehicles

1. Hold the e-TAG firmly with one hand.
2. Slide the e-TAG to the right to remove from the holder.



For heavy commercial vehicles

1. Slide the e-TAG up to remove from the holder.
2. To replace your e-TAG in the holder firmly slide it down until you hear a 'click'.



After you have done this a few times, it will become easier to remove, and you should be able to slide the e-TAG from the holder with ease. **Let the e-TAG stay on the windscreen for at least one day before trying to remove it. This will allow the glue on the tape to harden.**

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

