

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 of the same class.



1. To remove from the holder, hold the e-TAG with the thumb of your left hand under the thin end of the e-TAG, and pull outwards.

2. To replace the e-TAG on the holder, position the hole at the back of the e-TAG over the bracket. Hold the e-TAG with the thin end pointing slightly to the right. Push the e-TAG firmly against the holder and twist in an anticlockwise direction. The e-TAG will then click in place.

It's important to install your e-TAG

If your e-TAG isn't installed according to the directions provided in this guide it may not work and you risk receiving a Toll Notice, which may include an extra administration fee.

Don't forget, you can order extra e-TAG holders and swap your e-TAG between vehicles of the same class as long as you've advised us of the vehicle details.

Contacting Roam Express



help@roamexpress.com.au
roamexpress.com.au



13 ROAM (13 76 26), Fax 02 9869 4519



PO Box 1557, Macquarie Centre NSW 2113



Customer Care Centre, M2 Administration Building,
Tollalust Lane, off Culloden Road, North Ryde NSW

Frequently Asked Questions

Q: On which motorways will my Roam Express e-TAG work?

A: Your e-TAG is accepted on all toll roads in Sydney, Melbourne and Brisbane.

Q: What sound should my Roam Express e-TAG make?

A: A bleep indicates a successful transaction. If the e-TAG makes any other sound or no sound at all contact Roam Express as soon as possible as there may be a problem with your e-TAG or your account.

Q: Do I have a Class 2 or Class 4 vehicle?

A: A Class 2 vehicle has 2 axles and is not over 2.8m in height, or 3 axles and is not over 2m in height. All other vehicles are Class 4. Most cars, light trucks, cars with low trailers and motorcycles are Class 2 vehicles. Most trucks and buses are Class 4 vehicles.

Q: Is the Roam Express e-TAG interchangeable between vehicles?

A: Yes, between vehicles of the same class, provided the e-TAG is mounted as per instructions. Additional e-TAG holders are available from the Roam Express Customer Care Centre or can be requested over the telephone.

Q: Can I use a Roam Express e-TAG on a motorcycle?

A: The Roam Express e-TAG is suitable for a motorcycle. There are however some special mounting considerations. Please ask our Customer Care Centre for assistance.

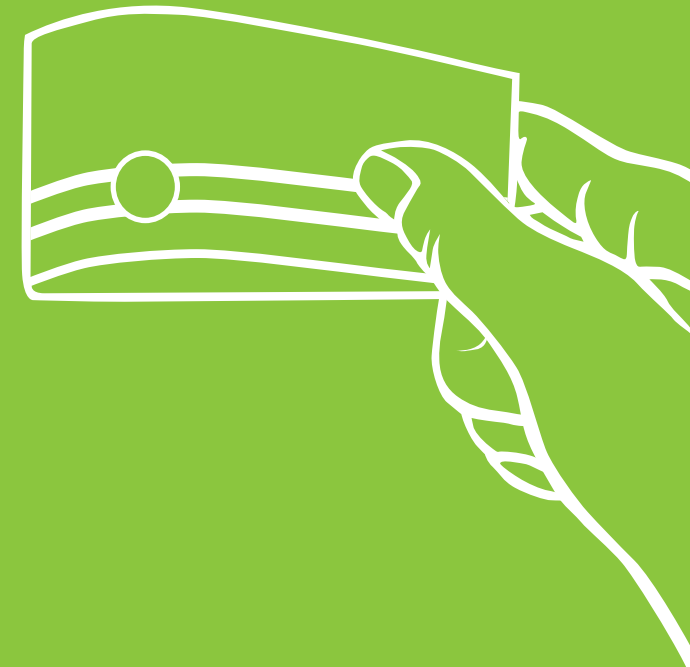
Q: When should I change my Roam Express e-TAG batteries?

A: The batteries are designed to last for 5 years of normal use. When your batteries need changing we will contact you.

Q: Can I open my Roam Express e-TAG to see what's inside?

A: No. If you open the e-TAG it will automatically deactivate itself and you will be liable to pay an e-TAG Replacement Fee.

Roam Express Made easy



e-TAG Installation Guide

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Roam Express e-TAG[®]s

This guide provides instructions on how to install your e-TAG. There are two types of e-TAGs: one for cars and light vehicles and one for heavy vehicles. Following are instructions on how to identify your e-TAG. If you require any assistance to do this, or if you wish to install your e-TAG on a motorcycle, please call Roam Express on 13 ROAM (13 76 26).

e-TAGs FOR CARS AND LIGHT VEHICLES

Your e-TAG for cars and light vehicles will start with the numbers '02' above the barcode on the side of the e-TAG.

e-TAGs FOR HEAVY VEHICLES

Your e-TAG for heavy vehicles will start with the numbers '04' above the barcode on the side of the e-TAG.

If you require any assistance, please call Roam Express on 13 ROAM (13 76 26).

Installation guide for cars and light vehicles

Installing your e-TAG on your windscreen

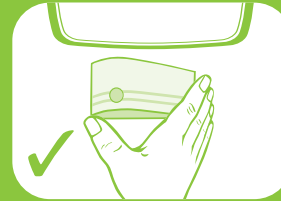
Please ensure that you install your e-TAG correctly.

1. Trial fit the e-TAG and the holder without removing the adhesive backing (NB. The holder is already attached to the e-TAG).



You can install your e-TAG on your windscreen either vertically or horizontally.

As shown, place the e-TAG behind the rear view mirror, making sure it will fit there and not obstruct the driver's vision.



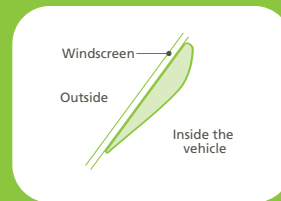
Make sure that you leave enough room around your e-TAG to be able to remove it from its holder once mounted. You also need to make sure that there is at least 7 cm clearance between the e-TAG and any objects such as sun visors.

2. When you are happy that you have identified an appropriate position on your windscreen, use the enclosed cleaning wipe to clean the windscreen where the holder will be placed. Please ensure the surface is dry before attaching the holder.



3. Peel the adhesive backing from the holder.

4. Making sure that the holder is straight and that the adhesive surface of the e-TAG faces outwards, carefully position the holder, and hold firmly for one minute. Do not attempt to remove the e-TAG from the holder for at least 24 hours.



5. When correctly installed, the adhesive surface of the holder will face outwards.

Installation guide for heavy vehicles

Installing your e-TAG on your windscreen

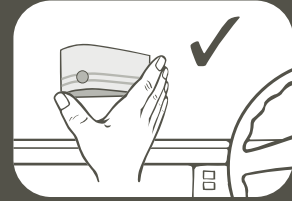
Please ensure that you install your e-TAG correctly.

1. Trial fit the e-TAG and the holder, without removing the adhesive backing. (NB. The holder is already attached to the e-TAG).



You can install your e-TAG on your windscreen either vertically or horizontally.

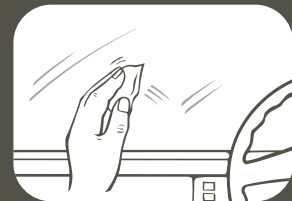
As shown, place the e-TAG in the centre of your windscreen a few centimetres above the dashboard.



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

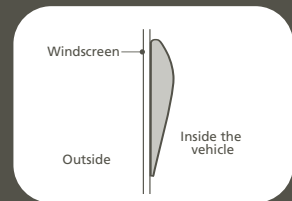
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