

INSTRUCTIONS FOR INSTALLATION AND USE OF ETC DEVICE

The device will function properly only if it is positioned in the accompanying support. Depending on the windscreen angle, there are two types of support – figure 1. and figure 2.

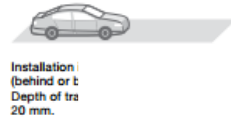


Figure 1.

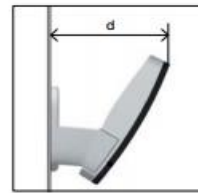





Figure 2.

The support has to be affixed on the interior of the windscreen around the rear view mirror.



Malfunctioning of an ETC device may occur in the following situations:

- If the ETC device is not placed on its proper place in the adequate support;
- If the recommended vehicle speed of 30 km/h through the toll lane is not observed;
- If there is no minimum distance of 10 meters after the preceding vehicle;
- If the ETC device is physically damaged;
- If the vehicle has a windscreen containing metal as protection (bulletproof glass);
- If the vehicle has windscreen tinted with colour containing metal;

Entrance/exit lanes on toll stations on which toll collection using ETC devices is possible are marked with variable light signs  on the canopies above entrance/exit lanes. In the circumstances of maximum traffic volume on toll stations, PE "Roads of Serbia" reserves the right to turn the lanes reserved for ETC into the lanes for combined regime of passing – alternating lights for  and manual payment , on which toll can be paid with an ETC device, cash or payment cards, all for the purpose of ensuring maximum passability of traffic on toll stations.

PROCEDURE FOR USING ETC DEVICES

1. When entering the lane for electronic toll collection, the vehicle has to wait for the mechanical barrier (ramp) to go down after the the transaction for the preceding vehicle has been completed.
2. When entering the lane for electronic toll collection, both on the entrance to the highway and the exit from the highway, the device emits sound signals informing the traffic participant on the success of device registration:
 - If the sound signal is in the form of one beep, it means that the transaction is successful and the vehicle can move on.

- If the sound signal is in the form of two beeps, the transaction is successful, however insufficient funds for the next highway passage are registered on the ETC device (prepaid), thus it is recommended to top –up the device prior to using the highway next time.
 - If the sound signal is in the form of four beeps, the vehicle must stop immediately, because it can not use electronic toll collection for the following reasons: the device is "black listed" and as such is useless or the system registers the lack of funds on the ETC device for paying the toll in the prepaid system. If the vehicle disregards the four-beep sound and attempts to leave the ETC lane, the mechanical barrier will not allow the passage and vehicle damage may occur.
 - If there is no sound signal, the ETC device has not been registered, and therefore the traffic participant must stop the vehicle and ask for assistance of an authorized person. It is forbidden to move backwards or switch from one to another toll lane without permission or assistance of an authorized person.
3. Each ETC lane is provided with an electronic display on which the traffic participant may see the following information:
- On entrance ETC lane: on vehicle category, vehicle license plate number and the amount of credit on the ETC device (prepaid system);
 - On exit ETC lane: on vehicle category, amount of paid toll and the remaining amount on the ETC device (prepaid system);
 - Red light signifies that the vehicle is not allowed to move on;
 - Green light signifies that the vehicle is allowed to move on.
4. Recording on the ETC device on the entrance station shall not be older than 24 hours in comparison with the exit station (expired entrance). In that case, the user shall be charged the amount for the longest distance on the relevant section as well as the costs of the extraordinary procedure.
5. A ETC device configured for category 1 is possible to use in several vehicles of the same category.
6. In case the toll is paid in cash or with payment cards, or if there are several ETC devices in the vehicle, the user is obliged to put the unused ETC device in a protective bag so that the device could not be read.
7. In case of purchasing an ETC package (impersonal ETC device with a certain amount of funds), PE "Roads of Serbia" recommends device personalization, i.e. insertion of vehicle data when recharging next time on a point of sale. Also, if an ETC package is purchased in the closed toll collection system where the user has already taken the magnetic ticket when entering the highway, the purchased ETC package must be kept in a protective bag until the next exit.

In case the above Instructions are not observed, the following may occur:

- **ETC device is not registered;**
- **Illogical drawing of funds when effecting the payment;**
- **Mechanical barrier (ramp) goes down onto the vehicle and the vehicle is damaged; PUBLIC ENTERPRISE "ROADS OF SERBIA" shall not bear responsibility for any of the above.**

PROCEDURE FOR COMPLAINING ON DEFECTIVE ETC DEVICE

It is possible to submit a complaint regarding the malfunctioning of an ETC device on **toll stations and points of sale of authorized distributors**. If the authorized persons from the complaint processing section at the PE "Roads of Serbia" determine that it is not possible to read the ETC device and that the malfunction did not occur due to physical damage and if after filling in the form "Complaint about Defective ETC device", the user of the ETC device signs the agreement on the conditions for device replacement, it will be replaced at the expense of the PE "Roads of Serbia". The malfunctioning ETC device shall be replaced only if not more than two years have passed from signing the Purchase Contract (for further details visit www.putevi-srbije.rs or call free of charge Call Centre number 0800 111 004).

The malfunctioning ETC device shall not be replaced if these instructions are not followed.