

Type 1 Incident



For vehicles with a maximum laden weight of over 3.5 tons

For this category of vehicles, Type 1 incidents are mostly associated with the incorrect installation of the on-board unit (OBU) or its absence on the windscreen of the vehicle.

In order to prevent this type of incident, it is necessary to install the OBU in accordance with the OBU User Manual. The area intended for the installation of the OBU is located at the bottom part of the windscreen from the inside, between the centre of the vehicle and the steering wheel. The OBU should not be blocked by any foreign objects. The windscreen brushes should NOT obstruct the on-board unit in their idle position.



The OBU should be installed in the above mentioned area, and horizontally positioned in such a way that the light part is facing towards the windscreen. The dark part of the OBU with the button and LED indicators should face the driver. The driver of the vehicle is responsible for the correct installation of the OBU in their vehicle.

Attention!

The OBU is designed for use in vehicles with non-metalized windscreens or vehicles with metalized windscreens having a non-metalized area. For vehicles with fully metalized (armoured) windscreens, Type 2 OBU with an external antenna should be used.



Attention!

For information regarding technical specifications (including the features of your windscreen, possible locations for OBU installation) of your vehicle, please consult your vehicle manufacturer or the User Manual for your vehicle.

As general recommendations that could help to avoid Type 1 incidents, the following should be kept in mind:

– The driver should observe the signals of the OBU. In case you hear no sound signal when passing under the toll gantry, check the installation of your OBU and the green LED on it. Consult the BeToll Call Centre

Infoline or visit the nearest Customer Service Point to check the functionality of your OBU.



1x 🎵 = ✓

2x 🎵 = ⚠️

4x 🎵 = ✖️

0x 🎵 = ✖️

– Due to the weather conditions in our region during winter time, please also pay attention to the cleanliness of your windscreen from the outside. For a stable signal between the OBU and the toll gantry, the windscreen should be kept clean from snow and ice.



For vehicles with a maximum laden weight of 3.5 tons or less

For this category of vehicles, Type 1 incidents are mostly associated with the absence of a valid Electronic Vignette for the vehicle with a specific license plate as of the date of passage along a toll road.