



Quick Start Guide

OTHER LANGUAGES



Can't scan the code?

Visit: www.vintrica.com/flow/help

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HOW TO INSTALL THE DEVICE



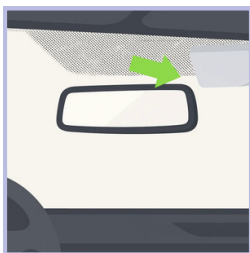
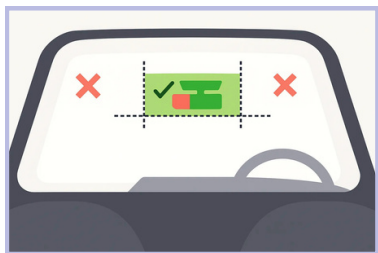
Clean the relevant area of the windscreen. Please choose a clean, dry surface.



Peel off the protective film from the adhesive strip on the toll box.



Attach the toll box to the windscreen and press firmly to ensure a secure hold.



IMPORTANT

If your windscreen has a special coating, it is important to place the toll box in the designated area without a coating. This area is usually indicated by a dotted line. Further details can be found in your vehicle's user manual. For motorhomes with alcoves and without coated or heated windscreens, we recommend attaching the box in the centre of the windscreen, approximately 15 centimetres above the dashboard.

TOLL PAYMENT IN SPAIN

Where can you use vintrica Flow in Spain?

You can use vintrica Flow to pay the toll on all the roads and motorways of the **VIA-T** network. The toll points are marked with the following symbols:



lanes with automatic toll payment systems



lanes with various types of payment

For an up-to-date list of toll roads, visit:



www.vintrica.com/flow/help

Which vehicles can use vintrica Flow?

You can use vintrica Flow with light vehicles:

- Motorcycles with or without side-car
- Cars with or without a trailer
- Campers and trucks (two axles and four wheels)
- Minibuses (two axles and four wheels).

Entering and exiting toll roads:

- Use the lanes marked with the  or  symbol;
- respect the 30 km/h speed limit;
- maintain the four-metre safety distance from the vehicle in front.

What to do if vintrica Flow DOES NOT work?

AT THE ENTRANCE: collect a ticket from the automatic terminal, and when exiting, pay the toll with an alternative payment method. Alternatively, you can ask the service staff for help. In this case, you will be required to show your vintrica Flow (number **VIA-T** and expiry date) at the entry and exit points.

WHEN EXITING: ask for assistance from the service personnel.

IMPORTANT

In Spain, the electric toll system is Stop&Go.

When you enter and exit a toll road, listen for a beep tone from the vintrica Flow device. This indicates that it's working correctly.

If you use a lane marked with the  or  symbol at the entrance, but not at the exit, you will be charged for the longest possible route.

PARKING FEES IN SPAIN

You can also pay for parking with your vintrica Flow device, by looking out for car parks with this symbol:



At parking lots and garages with a barrier system, the barrier will open automatically upon entry and exit as soon as the vintrica Flow device is detected.

Parking fees are charged according to the price list of the parking operator. It may take a few days for the parking session to be billed and to appear in the vintrica App transactions list.

For an updated list of the approved car parks visit:
www.vintrica.com/flow/parking

TOLL PAYMENT IN ITALY

Where can you use vintrica Flow in Italy?

You can use vintrica Flow to pay the toll on all motorways. The entries are marked with the following symbols:



Lanes reserved for electronic toll collection with vintrica Flow.



Lanes reserved for automatic toll payment but with alternative payment methods.



Motorways reserved for automatic toll payment free flow.



IMPORTANT

You can not use vintrica Flow to pay the toll in the Mont Blanc and Fréjus tunnels.

How to enter and exit the toll roads

- Use the lanes marked with the Telepass symbols;
- you don't have to stop, but respect the 30 km/h speed limit and the four-metre safety distance from the vehicle in front;
- make sure that the vintrica Flow device beeps when entering. This indicates that the passage was registered correctly. If you do not hear the beep tone, please contact us as soon as possible;
- respect the traffic lights and any other illuminated signals.

What to do, if the entry or exit barrier DOES NOT open, or if the vintrica Flow DOES NOT work?

Ask the service staff at the toll station for assistance.

What to do if the Telepass lanes are closed at motorway entry?

Use another lane and collect the ticket from the automatic terminal. When exiting you must NOT use the Telepass lanes.

When exiting, you can pay with cards or cash using one of the lanes marked with the following symbols:




What to do if the Telepass lanes are closed at motorway exit?

Use another lane and ask the service staff for assistance.

PARKING FEES IN ITALY

You can also pay for parking with your vintrica Flow device, by looking out for car parks with this symbol:




- Use the lanes marked with the  symbol when entering and exiting the car park;
- respect the parking signs;
- in the event of a malfunction ask the parking service staff for assistance.

FERRY TICKETS IN ITALY

You can also pay for ferry tickets with your vintrica Flow device, by looking out for ferry services with this symbol:



- Use the lanes marked with the  symbol
- respect the signs on the lane and the directions provided to collect the ticket;
- wait for the barrier to open and the traffic light to turn green;
- in the event of a malfunction, ask the service staff for assistance;
- if the vintrica Flow device does not work, buy the ticket at the ticket office by another means of payment.

TOLL PAYMENT IN FRANCE

Where can you use vintrica Flow in France?

You can use vintrica Flow to pay the toll on all the roads and motorways of the **Liber-t** network. The toll points are marked with the following symbol:



For an up-to-date list of toll roads visit:
www.vintrica.com/flow/help

IMPORTANT

You can not use vintrica Flow to pay the toll in the Mont Blanc and Fréjus tunnels.

Which vehicles can use vintrica Flow?

vintrica Flow can be used with vehicles belonging to **Classes 1, 2 and 5** (French classification).



Class 1

Vehicles with a height of up to 2 metres, and weighing up to 3.5 tons.



Assimilated
Class 1

Class 2 vehicles adapted for disabilities.



Class 2

Vehicles with a height of up to 2 meter and weight up to 3.5 tons.





Class 5

Motorcycles, side-cars and three-wheeled vehicles.

IMPORTANT

Only vehicles classified as Class 1 are permitted to use the specially designated lanes reserved for this vehicle class. The use of these lanes by vehicles of any other class is not allowed and constitutes a violation of the applicable toll regulations.

Entering and exiting toll roads

- If you're using lanes marked with the sign  you should stop and wait for the light to go green, and/or for the barrier to go up;
- if you're using lanes marked with the symbol  you don't have to stop, but make sure you respect the 30 km/h speed limit, as well as maintain a safe distance from the vehicle in front;
- if there are separate lanes for different classes of vehicles, please go to the appropriate lane;
- respect the height limits (there may be height barriers in the lane designated for Class 1 vehicles);
- maintain a safety distance of four metres from the vehicle in front;
- respect the traffic lights and any other signals.



IMPORTANT

When you enter or exit a toll road, listen for a beep tone from the vintrica Flow device. This indicates that it's working correctly.

IMPORTANT


The height limit of 2 meter (for Class 1 vehicles) and 3 meter (for Class 2 vehicles) will take any items placed on top of the vehicle into consideration (e.g. luggage, satellite dishes, roof openings, etc.)

What to do if vintrica Flow DOES NOT work?

AT THE ENTRANCE: If vintrica Flow does not work at the entrance, you should ask for help at the automatic terminal, and in certain cases, you may have to collect/purchase a ticket. When exiting, you should only use lanes marked with  and  signs where there is no height restriction barrier. You must show the operator the vintrica Flow device and/or ticket. In the automatic lanes, insert the ticket into the automatic terminal and place the vintrica Flow device near the visual scanner. The amount will be paid automatically through the vintrica Flow device and vintrica account. If you require assistance, press the “help” button.

WHEN EXITING: If the vintrica Flow device does not work when exiting, ask for assistance and show the operator your device or place the device as close as you can to the visual scanner.

IMPORTANT

If you pass through a lane marked with an inbound, but not outbound, sign  you will be charged the fee for the longest possible journey.


What to do if the lanes are NOT available at the entrance?

Use another lane and collect the ticket from the automatic terminal. When exiting, you will be required to pay the toll with an alternative payment method.

What to do if your vehicle has a load on the roof or is pulling a trailer?

If you're travelling in a Class 1 vehicle and are also transporting a load or a trailer, and the overall height exceeds 2 metres, please don't use the lanes designated for Class 1 vehicles. These lanes have height barriers. You should use lanes without height barriers. If the total height exceeds 3 metres, you cannot use the vintrica Flow device and you should purchase a separate ticket from the automatic terminal.


What to do if you are travelling with a Class 5 motorcycle?

Use a lane marked with the  symbol, where there is no height restriction barrier. Should you need to use a lane with a barrier, please ask the service staff for help.

PARKING FEES IN FRANCE

You can also pay for parking with your vintrica Flow device, by looking out for car parks with this symbol:



- at the entrance of the car park, collect the ticket and keep it with you;
- you may need it when returning to the car park;
- when entering and exiting, use a lane marked with  symbol;
- insert the ticket in the automatic terminal: your device will beep, and the barrier will open.

For an updated list of the approved car parks visit:
www.vintrica.com/flow/parking

TOLL PAYMENT IN PORTUGAL

Where can you use vintrica Flow in Portugal?

You can use vintrica Flow to pay the toll on all the roads and motorways of the **Via Verde** network. The toll points are marked with the following symbol:



toll road lanes;



motorways with free flow electronic toll systems.


For an up-to-date list of toll roads visit:

www.vintrica.com/flow/help

IMPORTANT

Only use the lanes marked with the signs. Using unauthorised lanes is considered a violation and you will be charged the fee for the longest possible journey.

IMPORTANT

Your vintrica Flow device will not make a beep tone when passing through lanes marked with the following symbol: 

IMPORTANT

Do not use a lane designated for automatic toll payment if the traffic light is not activated! If you do so, you will be subjected to a fine.

Entering and exiting toll roads

- respect the speed limit specified on the road signs (40-60 km/h);
- respect the traffic lights and any other signs;
- maintain the four-meter safety distance from the vehicle in front of you.



On motorways with free flow electronic toll systems, the toll payment will be collected through an Electronic System; you can not pay the toll in any other way. The payment collection point does not have a physical barrier: you are not required to slow down or stop.

What happens if vintrica flow DOES NOT work?

In case of a fault, your number plate will be photographed, and your transit will be considered as standard. Make sure that your number plate is correctly linked with your vintrica Flow device. You can check it in your vintrica account. If there is no connection between your number plate and your vintrica Flow device, you will be subjected to a fine.

PARKING FEES IN PORTUGAL

You can also pay for parking with your vintrica Flow device, by looking out for car parks with this symbols:



- At the entrance of the car park, press the green button on the barrier;
- the barrier will open and record the time of your arrival;
- your device will make a beep tone confirming successful entry;
- Upon exit, the barrier will open automatically;
- the device will be read, revealing the length of your stay and the amount due: this will be displayed on the screen of the barrier.

For an updated list of the approved car parks visit:

www.vintrica.com/flow/parking

TOLL PAYMENT IN CROATIA

Where can you use vintrica Flow in Croatia?

You can use vintrica Flow to pay the toll on these motorways: A1, A3, A4, A5, A6, A7, A10, A11.

Lanes reserved for electronic toll collection are marked with the symbol indicated below:



Stop in front of the barrier. The barrier will open automatically and your vintrica flow device will make a beep tone to confirm the transaction.



In this case you do not need to stop, but respect the speed limit of 40 km/h and the safety distance of 20 meters from the vehicle in front of you.

For an up-to-date list of the participating motorways in Croatia visit: **www.vintrica.com/flow/help**

Which vehicles can use vintrica Flow?

You can use vintrica Flow with Class 1 vehicles (Croatian classification):

Vehicles with 2 axles, weighing less than 3.5 t and height less than 1.90 m.

What to do if vintrica Flow DOES NOT work?

AT THE ENTRANCE: If vintrica Flow does not work at the entrance, you have to collect a ticket from the machine. When exiting, you should show your vintrica Flow device and the ticket to a member of staff.

WHEN EXITING: If the vintrica Flow device does not work when exiting, press the “help” button and ask for assistance. In some cases you need to hand over the vintrica Flow device to the operator.

IMPORTANT

vintrica Flow can only be used on class 1 vehicles (Croatian classification). If the vehicle has a trailer/caravan, it will be considered class 2.

CUSTOMER SERVICE

If you need assistance with your vintrica Flow toll box or have questions regarding activation, usage, or billing, our customer service team is happy to help.

Support E-Mail

service@vintrica.com

Support Hotline

International +49 8232 76 899 76 40

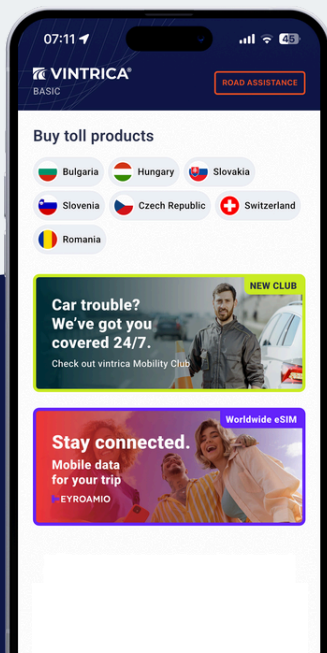
Local Hotlines

Bulgaria	+359 2 906 0968
Germany	+49 8232 76 899 76 40
Hungary	+36 1 700 9516
Romania	+40 376 300 366
Switzerland	+41 61 588 12 97
Slovenia	+386 1 888 90 01
Czech Republic	+420 910 920 955
Slovakia	+421 2 222 007 29

www.vintrica.com/flow/help

DOWNLOAD THE VINTRICA MOBILITY APP

With the **vintrica Mobility App**, you can buy vignettes, pay tolls, and call for road side assistance in case of a breakdown – anytime, on the go, and directly inside your vehicle via **Apple CarPlay** or **Android Auto**.



Battery disposal



Batteries contain resources and pollutants.

We are committed to environmentally and resource friendly recycling.

On batteries containing pollutants, you will find the chemical symbols Cd for Cadmium, Hg for Mercury, and Pb for Lead.



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