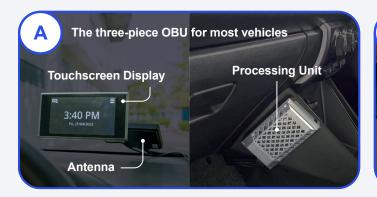# Get to know your new OBU

Features, troubleshooting tips and warranty for your On-Board Unit.

Once your OBU is installed, you're all set

For more information on your OBU's features and functions, please visit **go.gov.sg/erp2-obu**.

ERP 2.0

A The three-piece OBU for most vehicles

Touchscreen Display

3:40 PM
Fri, 21/04/2023

Processing Unit

Antenna

B The single-piece OBU for motorcycles only

Single-Piece Unit
4:05 PM

How do I turn on my OBU?

When you turn on your vehicle, the OBU and Touchscreen Display will power on automatically. You will also hear a notification sound. They will power off when your vehicle is turned off.

How do I set up my payment options?

Insert a valid CEPAS card (e.g., NETS Flashpay or NETS/EZ-Link Motoring cards) into your processing unit. You can also register for backend payment to pay for your ERP charges. As not all carparks support backend payment yet, do ensure that you have sufficient balance on your CEPAS card to pay for parking if necessary.

Note: SimplyGo EZ-link cards that are used for travel on public transport are incompatible with the OBU.

Can I still use a CashCard?

No. Regular CashCards will no longer be supported.

Can I adjust the display brightness and volume?

Yes, the brightness of the Touchscreen Display and volume of audio alerts can be adjusted via the Touchscreen Display for the three-piece OBU, and via the touch panel for the single-piece OBU.

If you did not install the Touchscreen Display:

- Visit OneMotoring for a list of compatible mobile applications and download it from the App Store/ Google Play Store.
- Register your smartphone via OneMotoring Digital Services.
- Pair the registered smartphone with your OBU via Bluetooth.

Click here for a step-by-step guide on pairing your phone with the OBU. ⟩

Troubleshooting your OBU

Should there be an issue with your OBU, our backend system will detect it and send you a Vehicle Inspection Notice (VIN) within 7 to 30 days.

What should I do if my Touchscreen Display is not responding, or if there is no display or sound when my vehicle is turned on?

Restart the OBU by turning your vehicle off and then on again.
If the problem persists, visit an Authorised Inspection Centre after receiving a VIN.

What if any part of my OBU is dislodged?

Your OBU should be able to continue functioning. Otherwise, you may visit an Authorised Inspection Centre for assistance.

Why am I unable to toggle the functions on the Touchscreen Display when driving on the road?

The OBU Touchscreen Display will be locked when there is no signal, or when the vehicle is moving. This safety feature prevents motorists from touching the screen while driving or when inside tunnels.

Why have I received a VIN though I have not noticed any issues?

It could mean a part of your OBU is malfunctioning.
Please visit an Authorised Inspection Centre after receiving a VIN.

In urgent cases of OBU malfunction, you may visit an Authorised Service Centre or OBU Care Centre without a VIN. Alternatively, you may call our Call Assist Service at 6377-2255 .

For more help on troubleshooting your OBU, visit **go.gov.sg/obu-troubleshoot**.

Your OBU Warranty (T&Cs)

5 YEARS

Each OBU comes with a 5-year warranty, which commences from the date of first installation.

The OBU warranty covers all manufacturer's defects and is subject to limitations of coverage on product failures due, but not limited to, user negligence, improper installation, accident, mishandling, misuse, tampering, vandalism, and unusual operating environments.

If the OBU is under warranty, any faulty part will be replaced free-of-charge. The replaced part will follow the original OBU warranty period. If a replacement part is purchased for an OBU that is no longer under warranty, the replaced part will come with its own new warranty coverage period. This applies to the single-piece OBU as well.

Where can I find the expiry date of my OBU warranty?
You can find your OBU warranty expiry date at OneMotoring Digital Services.

Who is authorised to fix and repair the OBU?
Authorised Inspection Centres, Service Centres, and OBU Care Centres are trained to inspect and replace the OBU. If you receive a VIN, you will need to go to an Authorised Inspection Centre to have your OBU inspected.

Click here for a list of Authorised OBU Inspection and Service Centres. ⊙

Click here for a list of OBU Care Centres. ⊙

Land Transport Authority

We Keep Your World Moving

For more information about ERP 2.0
and the OBU installation process, please visit:

🌐 **go.gov.sg/erp2-1m**

▶️ **go.gov.sg/erp2-guide**

If you require further support or have any other questions,
contact us at our hotline or through the form below.

📞 Hotline: **6377-2255**

🕐 Operating hours:
Monday to Friday, 8AM to 6PM
Saturday, 8AM to 12.30PM

📄 **go.gov.sg/erp2-contactus**

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