



WELCOME to TRACKER
Stolen Motorcycle Recovery





Welcome to total peace of mind.

Now you can happily leave your motorcycle knowing that with TRACKER hidden inside, the police will be guided straight to it, should it ever be stolen.

There are just three things we ask you to do now:

- » Keep the TRACKER membership card with you at all times so you can contact us in the event that your motorcycle is stolen.
- » When you receive your TRACKER Registration Document, keep it in this pack.
- » Relax – your motorcycle is covered in the event of theft.

We hope you never experience theft, but if you do, you'll be delighted you made the decision to have TRACKER fitted.



If you require additional information regarding your TRACKER system, please contact our Customer Helpline on:

01895 811 989 or go to
www.TRACKER.co.uk



What should I do if my motorcycle is stolen?

- » The first thing you must do is call the police to report the theft.
- » When reporting the theft ensure you obtain the Crime Reference Number from the police.
- » Once you have reported the theft, call the TRACKER 24 hour Control Room on: **0800 911 900**.

» **If you are reporting the theft from Europe**

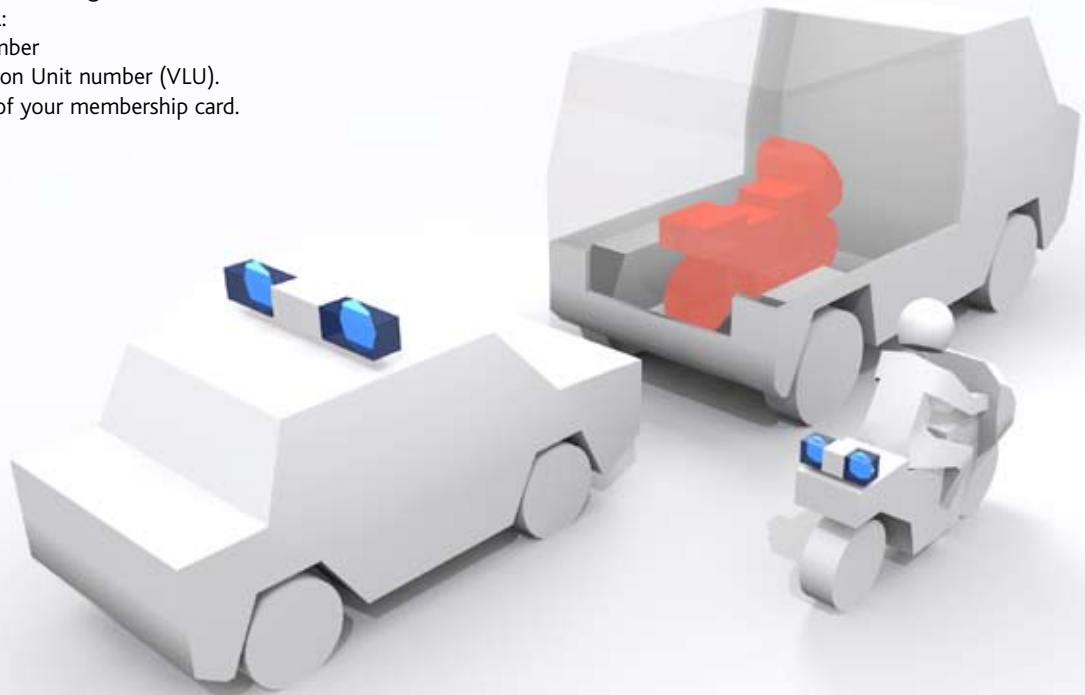
Please report the theft of your motorcycle to the local police authorities and then call TRACKER Network on **+44 (0) 1895 234 567**.

If you would like more information on European coverage, please go to www.TRACKER.co.uk or call **01895 811 989**.

» Please ensure that you have the following information to hand before calling TRACKER:

1. Motorcycle Registration Number
2. Your TRACKER Vehicle Location Unit number (VLU).
This appears on the reverse of your membership card.
3. Crime Reference Number.

» On confirmation of the theft details, the TRACKER unit on your motorcycle will be activated. Once your motorcycle has been located by the police, TRACKER will arrange for a uniformed guard to stay with the motorcycle until the recovery company arrive to pick it up and return to you anywhere in mainland Great Britain.



How it all works

With a TRACKER unit installed, your motorcycle is in safe hands

» TRACKER systems are operated by all of the UK's police forces. Using Very High Frequency (VHF) technology, the police can track the stolen motorcycle even if it is being transported in a van or is hidden in a garage or shipping container.



» TRACKER Retrieve

TRACKER Retrieve is a small electronic homing device hidden on your motorcycle.

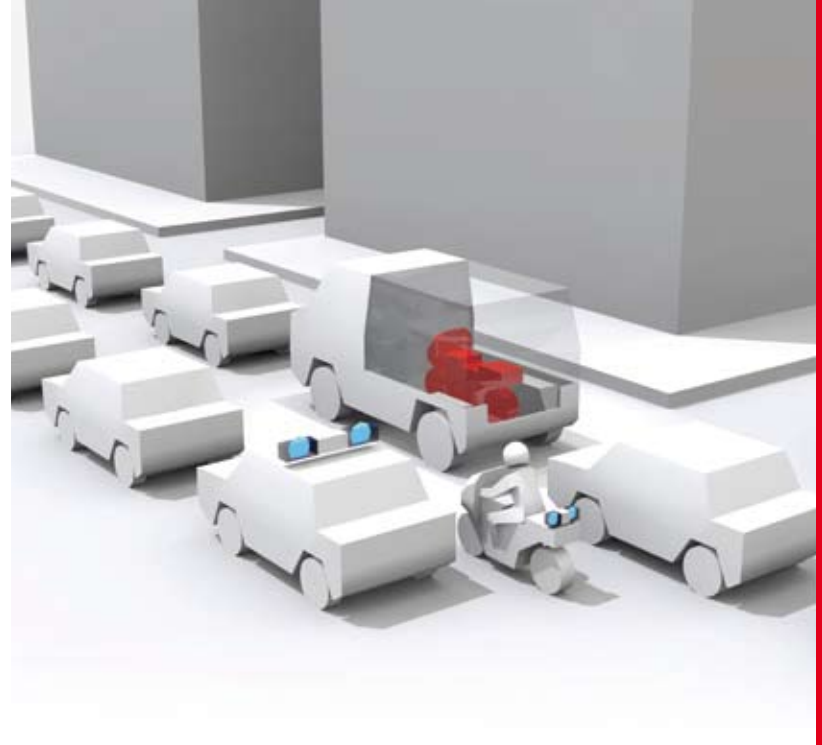
When you report the theft of your motorcycle to the police and TRACKER Network, the unit is activated by the TRACKER Control Room via a network of radio transmitters. The unit then emits a silent signal, which allows computers fitted in police cars and aircraft to track the motorcycle to its exact location.

» TRACKER Monitor

TRACKER Monitor operates using VHF technology. In the event of theft where the motorcycle is moved without the ignition turned on, the motion sensor will alert TRACKER who will in turn notify you.

On confirmation of theft and receipt of your Crime Reference Number, TRACKER will activate the unit, which will begin to emit a silent signal allowing the police to track the motorcycle to its exact location.

If you require further information about any of the TRACKER products, please contact our Customer Service Team on **01895 811 989**.



TRACKER systems coverage

TRACKER fitted motorcycles may now be tracked throughout the UK and parts of Europe. Please go to www.TRACKER.co.uk for the most up-to-date coverage list.

Important information

TRACKER **Retrieve** and TRACKER **Monitor**

» **The tracking element of your TRACKER Monitor unit is operational with immediate effect. However the movement sensor only becomes active 2 hours after installation.**

» **Battery back-up**

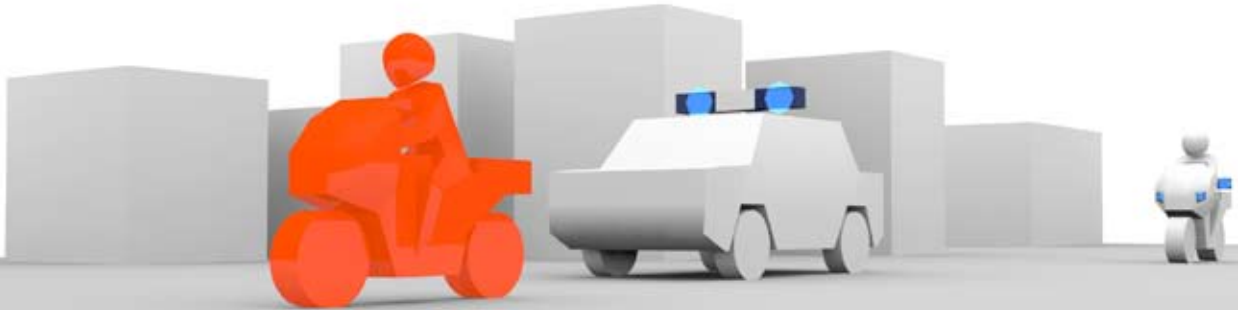
Your TRACKER unit is fitted with a non-rechargeable back-up battery. This design feature allows the unit to continue to operate even if the main motorcycle battery is disconnected, which maximises the security of the product. This feature now allows the unit to operate unassisted for up to one month.

However, it must be recognised that the unit will draw power from this back-up battery whenever the main supply is disconnected, for example, under theft conditions or during a motorcycle service.

The back-up battery life will be reduced by the duration of the supply disconnection.

Therefore, could you please ensure that your motorcycle battery is always kept charged. Whenever you have work done on your motorcycle, you should advise the dealer that if battery disconnection is required, then this time should be kept to a minimum. Remember, the unit will work indefinitely when the main motorcycle supply is present. If the non-rechargeable back-up battery becomes flat and needs replacing, a chargeable service call will be required.

TRACKER recommends the use of either a mains or solar smart battery charging conditioner. These are available from your local motorcycle dealer.



When you sell **your motorcycle**

» Transfer of ownership

If you sell, transfer or dispose of your motorcycle, complete the tear-off section at the bottom of your TRACKER Registration Document and post it to TRACKER Network.

The TRACKER unit is **NOT** transferable from motorcycle to motorcycle. The TRACKER unit stays with the original motorcycle for its lifetime, however, the TRACKER unit may enhance the resale value of the motorcycle. When the motorcycle is sold, the new owner can register with TRACKER by paying a small registration fee and a TRACKER subscription.

To arrange the transfer of ownership, the new owner simply contacts 'TRACKER Transfers' on

01895 455 774

DON'T FORGET!

As the TRACKER unit is not transferable from your existing motorcycle to your new one, make sure that you continue to have total peace of mind by purchasing and fitting a TRACKER system to your new motorcycle.

This can be arranged by your motorcycle dealer or by calling TRACKER on:

0500 090909





Frequently asked questions

What should I do with my TRACKER Registration Document?

When you receive the document, check the accuracy of all details and notify TRACKER immediately if you need to make amendments by calling **01895 811 989**. Then keep it in your Welcome Pack box - but remember not to leave this with your motorcycle.

How can I transport my motorcycle without triggering the TRACKER unit?

If you know that there will be a situation whereby your motorcycle could generate a false movement alert, please call the TRACKER Control Desk on: **0800 911 900**. TRACKER can then suspend all or part of the TRACKER service for an agreed duration.

How do I know my TRACKER system is working?

The installer will have tested your TRACKER unit at the time of installation.

You can request an audit at any time (for current costs please call our Technical Support Team on **01895 455 777**). Your TRACKER unit can be tested at

your home or place of work providing there is a suitable sheltered area to work on the motorcycle. If no suitable area is available, alternative arrangements can be made. The test will take approximately 1-2 hours.

When should I have my TRACKER re-tested?

The TRACKER unit has a design life of ten years and should not need attention.

However, the unit should be tested:

- After the motorcycle has been repaired following an accident.
- Following major maintenance, particularly to the electrical system.
- After theft recovery

Please note, there is a charge for retesting the unit.

For more information contact our Technical Support Team on

01895 455 777

Will my motorcycle require TRACKER identification stickers?

No. A major security feature of the system is that the presence of the TRACKER unit is not disclosed to the thief. In fact, identification stickers are an encouragement to thieves to damage the motorcycle, as they may hurriedly attempt to locate the unit. For this reason we also strongly advise that you use your discretion when notifying others that your motorcycle has TRACKER fitted.

What happens if I change my motorcycle registration number to a personalised number plate?

You should immediately advise TRACKER Customer Services of any changes to your motorcycle or personal details – just call **01895 811 989**.

Can my TRACKER system be transferred from one motorcycle to another?

No. For security reasons and avoidance of any possible false alarms, the TRACKER unit stays with the original motorcycle for its lifetime. When you sell your motorcycle, the new owner can benefit from the TRACKER unit once he or she has registered with TRACKER Network and paid the Network Subscription and registration fee.

Please note: the TRACKER Network Subscription is non-transferable to the new motorcycle owner.

Will my TRACKER system work in Europe?

Yes, your TRACKER unit will work in parts of Europe. For more information on European coverage, please go to www.TRACKER.co.uk or call **01895 811 989**.

What is the Guard and Recover Service?

Once your motorcycle has been located, TRACKER will arrange for a uniformed guard to stay with the motorcycle until the recovery company arrive to pick it up and return it to you anywhere in mainland Great Britain. Terms and conditions apply, please see the enclosed leaflet.

Do you offer the Guard and Recover Service in Europe?

No. This service is only available in mainland Great Britain.

How do I renew my TRACKER subscription?

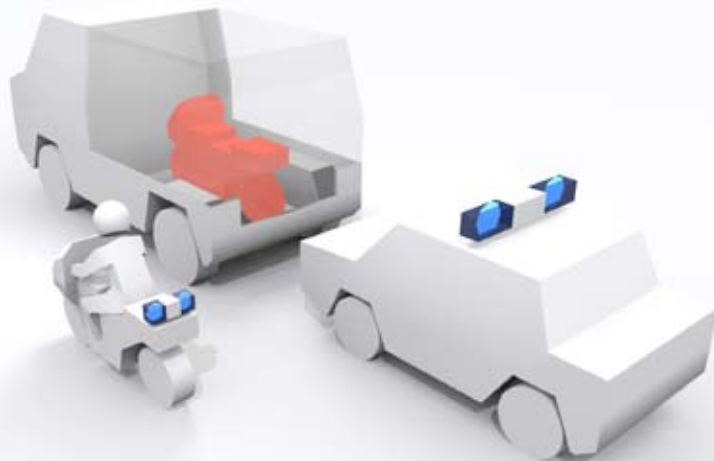
If you have opted to pay the Annual Subscription by continuous direct debit or credit card, subsequent annual payments will be debited from your account unless you notify us of cancellation or that you have sold your motorcycle.

Please note: the TRACKER Network Subscription is non-transferable, therefore your subscription cannot be carried over to the new motorcycle owner.

What happens to my TRACKER unit if my motorcycle battery is disconnected or becomes low?

If your motorcycle battery is disconnected or becomes low, this will generate an alert informing TRACKER. It is vital therefore that you inform TRACKER on **0800 911 900** prior to disconnecting your motorcycle battery to avoid any false alerts.

If the motorcycle battery is disconnected TRACKER's non-rechargeable back-up battery will operate unassisted for a month. After this time, the non-rechargeable back-up battery will go flat and a chargeable service call will apply.





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