

Welcome to Tracker™

Stolen Vehicle Tracking



Tracker™



Retrieve your vehicle with ease, should it ever be stolen

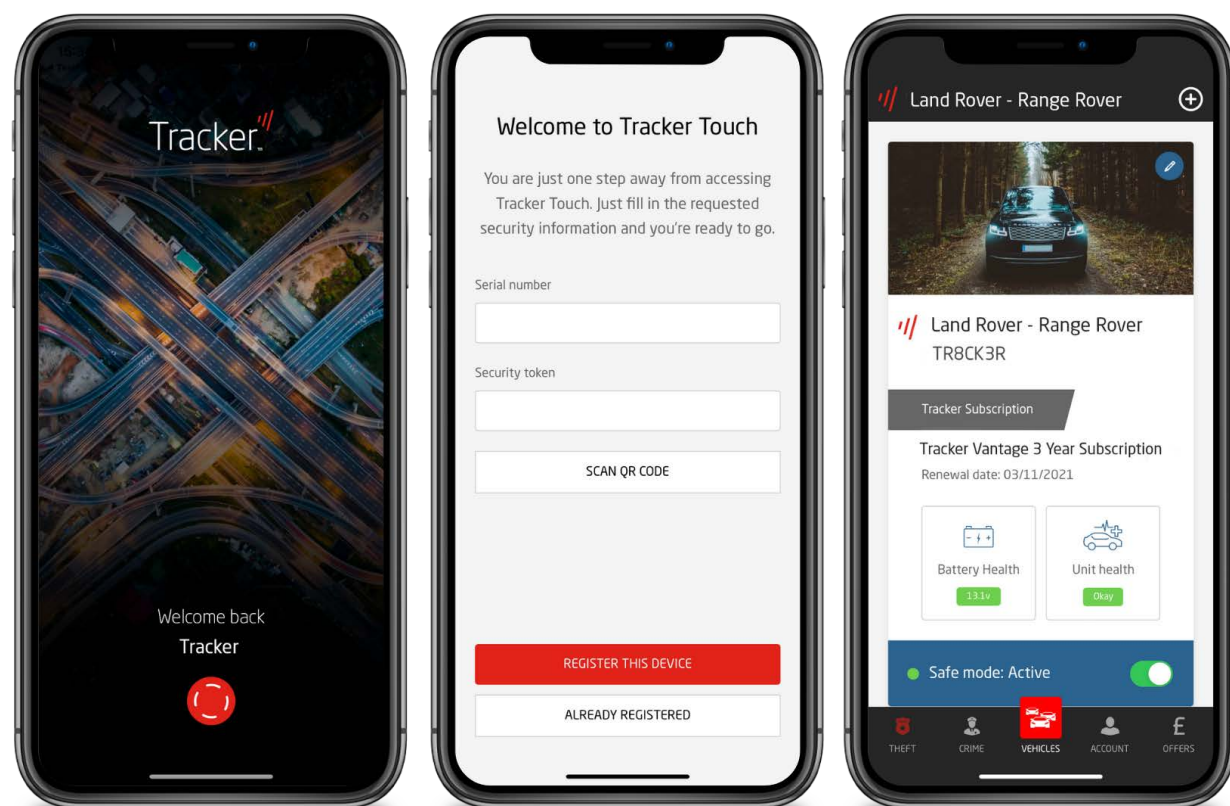
To ensure that the police are able to navigate straight to your vehicle, there are just a few things you **must** do:

- 1// Keep your Tracker™ membership card with you at all times.
- 2// Leave your Tracker™ registration document somewhere safe.
- 3// Double check that your Tracker™ registration information is correct.
- 4// Provide us with two phone numbers and an email where we can contact you.
- 5// Download the Tracker™ Touch app.
- 6// And relax! Your vehicle is now covered in the event of theft.

If you require any additional information about your Tracker™ system, please feel free to contact our Customer Service team on 0808 509 0909, or visit our website at [tracker.co.uk](https://www.tracker.co.uk)

Tracker™

Vehicle tracking at the touch of a button



3 steps and you're good to go:


- 1// Download the Tracker Touch app.
- 2// Register using your Tracker Serial Number and Security Token.
- 3// Link your Tracker device using your email.

And that's it!



For further information on the Tracker Touch app, please see page 10.





What should I do if my vehicle is stolen?

- 1// Immediately report the theft to the police.
- 2// Obtain a Crime Reference Number.
- 3// Call Tracker™ directly from your app, or call our 24hr Control Room on: **+44 (0) 800 911 900***.

PLEASE NOTE: GPS positional data on your app will be disabled during a theft.

Please ensure you have the following information to hand before calling the Tracker™ 24hr Control Room:

- Vehicle registration number
- Your Tracker™ system serial number
- Crime Reference Number

*Calls made from outside of the UK may be charged.



Product Care

Battery back-up

Your tracking unit is fitted with rechargeable back-up battery - a design feature that allows the unit to continue to operate even when the main vehicle battery is disconnected - maximising the security of the product. This feature will allow the unit to operate unassisted for a limited amount of time, depending on disconnection time, caused by services etc, throughout the products lifetime.

Please ensure that your vehicle battery is always kept charged. When you have work done on your vehicle, advise the technician that if battery disconnection is required, then this time should be kept to a minimum.

Also be aware that if the rechargeable back-up battery becomes flat and needs replacing, a chargeable service call will be required.

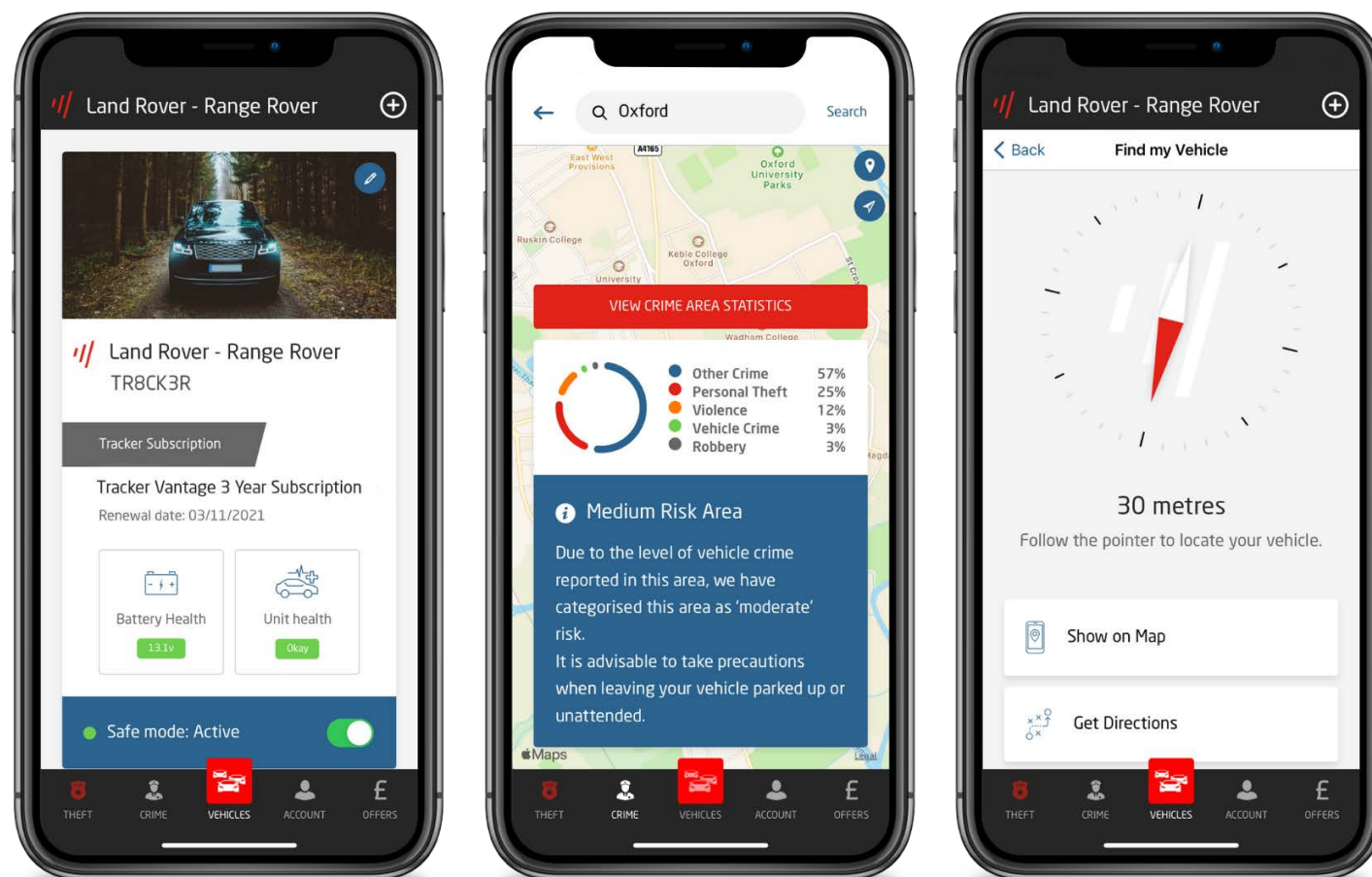
IMPORTANT INFORMATION

The warranty period for all Tracker™ products is 12 months from the date of installation unless otherwise agreed upon in writing. Installation and service work must be carried out by Tracker™ approved or accredited installer. If not, this will void your warranty.

If you have any questions, please visit our technical support page at tracker.co.uk/help.

Tracker Touch features

To get the very best from the Tracker Touch app make sure you're aware of the following key features.



Key Features



Geofence area

As an additional security layer, you can set multiple Geofence Areas by defining custom perimeters such as your home and work. If your vehicle breaches an activated perimeter, you will receive an instant alert.



Theft reporting

Using the Tracker Touch app, all you need to do to get in contact is click 'Call Tracker'.



Crime rating area

Use the Tracker Touch app and discover vehicle crime ratings based on where you live and where you've parked.



Find my vehicle

When your mind goes blank and you can't remember where you parked, the Tracker Touch app will navigate you back to your vehicle, getting you on your way as soon as possible.



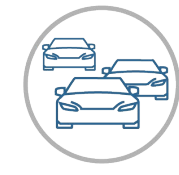
Trip Tracker

All your travels are tracked and documented within the Tracker Touch app, so you can share the routes you've taken and even review detailed information, such as distance and time.



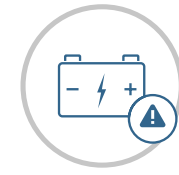
System health

Monitor the health of your Tracker system at any time from your Tracker Touch app.



Multi-Vehicle

Tracker Touch allows you to register and view multiple vehicles on a single log-in, enabling you to manage all your vehicles in one place.



Battery health

Keep an eye on the health of your vehicle's battery so you can avoid unnecessary breakdowns.

If you sell your vehicle



If you sell, transfer or dispose of your vehicle, please complete the tear-off section on your registration document and post it to us at:

Tracker™ Network (UK) Ltd
6-9 The Square,
Stockley Park, Uxbridge,
Middlesex,
UB11 1FW

The Tracker™ device stays with the original vehicle for its lifetime, it is not transferable from vehicle to vehicle.

After you've sold your vehicle, the new owner can register the system in their name by simply paying a registration and subscription fee.

Call 0808 509 0909 to register today.

Frequently asked questions

What should I do with my Tracker™ registration document?

When you receive your registration document, check the accuracy of all details. If you need to make any amendments, please call our customer services team on **0808 509 0909**. Please keep this document in a safe place; never keep it in your vehicle.

How can I transport my vehicle without triggering the Tracker™ system?

If you know that there will be a situation whereby your vehicle could generate a false movement alert, please call the Tracker™ 24hr control room on **0800 911 900**. Tracker™ will suspend all or part of the Tracker™ service for an agreed duration.

How do I know my Tracker™ is working?

The technician will test the Tracker™ system at the time of installation. You also can continually monitor the health of your Vantage system using your Tracker™ Touch App. An audit can be requested at any time; please call our Customer Service team on **0808 509 0909**.

When should I have my Tracker™ system re-tested?

The Tracker™ system should be tested:

- After the vehicle has been repaired following an accident
- Following major alterations, particularly to the electrical system
- After theft recovery
- When the unit is 3 years old

PLEASE NOTE: there is a small charge for testing the unit.

What happens to my Tracker™ system if my vehicle battery is disconnected?

If your vehicle battery is disconnected, this will generate an alert informing Tracker™. It is vital therefore that you inform Tracker™ prior to disconnecting your vehicle battery to avoid any false alerts. You can do this by calling **0800 911 900**.

If the vehicle battery is disconnected Tracker's™ non-rechargeable backup battery will operate unassisted for a limited amount of time, dependent on the disconnection time throughout the products lifetime e.g. throughout vehicles services and theft mode. After this time, the non-rechargeable back up battery will become flat and a chargeable service call will apply.

Is my Tracker™ system protected under warranty?

If the vehicle battery is disconnected or goes flat, then your Tracker™ device will continue to operate for a limited amount of time using its internal non-rechargeable backup battery. The backup battery is designed as a one-time use operation and will send an alert following the battery disconnection/depletion. Once the backup battery is depleted, your Tracker™ device will be unable to send an alert if the vehicle battery is once again compromised.

If the vehicle has to be disconnected as a result of vehicle alterations or servicing, then this time should be kept to a minimum.

PLEASE NOTE: that there is a call out charge for inspecting the unit and completing a battery audit, and the internal backup battery is not covered by the 12-month unit warranty.

Can my Tracker™ system be transferred from one vehicle to another?

No, for security reasons and avoidance of any false alarms the Tracker™ system stays with the original vehicle for its lifetime.

When you sell your vehicle, the new owner can benefit from the Tracker™ system once they have registered with Tracker™ Network and paid a registration and subscription fee.

PLEASE NOTE: the Tracker™ subscription is non-transferable to the new vehicle owner.

Does my Tracker™ system require a subscription?

Yes, customers are required to have a fully paid subscription in order to be covered by Tracker™.

Can I view my vehicle in theft mode?

No, GPS positional data on the App will be disabled during a theft.

Will my Tracker™ system work in Europe?

Your Tracker™ Vantage system has full European Coverage. If you would like more information on European coverage, please visit www.tracker.co.uk or call **0808 509 0909**.

What is the Theft Recovery Service?

When your vehicle has been located, we will return your vehicle wherever you request within mainland Great Britain. (Terms and conditions apply).

Do you offer Theft Recovery Service in Europe?

No, this service is only available in mainland Great Britain.

Tracker™ Network (UK) Ltd.
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