



Welcome to Tracker

Stolen Vehicle Recovery

TrackerTM



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 a few things you MUST do:

- Immobiliser Driver Tags- you should immediately attach a tag each to both sets of keys
- Keep your Tracker membership card with you at all times.
- Store your Tracker registration document somewhere safe.
- Double check that your Tracker registration information is correct.
- Provide two phone numbers and an email address so we can contact you.
- And relax! Your vehicle is now covered in the event of theft.

If you require additional information about your Tracker system, please feel free to contact our Customer Service team on 0808 509 0909 or visit our website at www.tracker.co.uk

A photograph of a parking garage. In the foreground, a car is completely covered by a bright red protective cover. Behind it, another car is covered with a dark grey or black cover. The garage has concrete walls, a concrete floor with white directional arrows, and fluorescent lights on the ceiling. The right side of the image is partially obscured by a white graphic overlay containing text.

What to do if your vehicle is ever stolen

- ✓ Immediately report the theft to the police
- ✓ Obtain a Crime Reference Number
- ✓ Call Tracker 24hr Control Room on:

+44 (0) 800 911 900*

Please ensure you have the following information to hand before call 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.

How it works

With a Tracker system installed your vehicle is in safe hands

Our devices are operated by all of the UK's police forces.

Most of our devices use Very High Frequency (VHF) technology, the police can track the stolen vehicle even if it is hidden in a garage or shipping container.

Monitor

Using VHF technology, Monitor product sends an alert when your vehicle is moved without the ignition turned on. An alert notification will be sent via SMS followed by an automated call.

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

Nano

Nano is a small battery powered device using GPS technology.

The dormant Tracker can be activated in the event of theft to provide Tracker's control centre with regular GPS positions. Tracker's control centre will liaise directly with the police to aid tracking using Tracker's unique relationship with all UK police forces.

Tracker Immobiliser

The Tracker Immobiliser product provides customers with automatic immobilisation of the vehicle. The system will automatically immobilise the vehicle if a valid Driver Tag is not presented when the vehicle ignition is switched on.

Immobiliser Driver Tags should be immediately attached to both sets of keys to ensure the tag is always present when the vehicle is started.

Product Care

Battery back-up for your Monitor

Your tracking unit is fitted with a non-rechargeable back-up battery. This allows the tracking device to operate even when the main vehicle battery is disconnected. In this scenario the back-up battery will operate unassisted for a limited amount of time. This will depend on the disconnection time throughout the product's lifetime e.g. vehicle battery disconnect due to vehicle service or in the event of theft.

What to do when your vehicle is booked in for Service/Repair:

- ✓ When servicing your vehicle, advise the technician to keep vehicle battery disconnection time to a minimum and inform them there is an additional Immobiliser fitted to avoid any additional charges.
- ✓ If your vehicle battery is disconnected, an alert will be generated. You must inform Tracker prior to battery disconnection to avoid any false alerts.
- ✓ If the non-rechargeable back-up battery becomes flat a chargeable service call will be required.

Battery Replacement for your Tracker Immobiliser

- The outer plastic casing of your driver tag is made up of two halves – to separate these, gently prize one end of the tag apart using a thin flat head screwdriver.
- If the case doesn't come apart instantly, run your screwdriver around the other edges of the case repeating the same prizing motion (A).
- Next, using your screwdriver, carefully lift the circuit board slightly to allow access to the battery.
- Using your screwdriver, carefully push the old battery out from the gaps in its holder and gently insert the new battery in its place. **Tag contains CR2032 battery.**
- It is important that the battery is inserted the correct way up with the battery + symbol at the top. Failure to insert the battery correctly may cause damage (B).

- When re-assembling the tag, reposition the circuit board in one half of the tag if it has moved from its original position.
- Then, clip the two halves of the case together ensuring that the internal pin lines up.
- If case does not clip together easily, rotate the circuit board (so that the battery stays at the top) and try again.



Can I order replacement Tracker Immobiliser driver tags?

Replacements tags are available to order, however, there will be a charge for replacement tags.

IMPORTANT:

If one tag is lost the owner should contact Technical Support Team on 0808 5090909 immediately to purchase a replacement. We cannot replace the tags if BOTH existing tags are lost.

Frequently asked questions

How do I know my Tracker is working?

The technician will test the Tracker system at the time of installation. The Tracker system gives a regular 'proof of life' every 28 days which we receive provided the system is in VHF coverage.

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 on 0808 509 0909. Tracker will suspend all or part of the Tracker service for an agreed duration.

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

Is my Tracker system battery 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. Once the backup battery is depleted, your Tracker device is unable to send an alert should the vehicle battery be compromised.

If the vehicle battery needs to be disconnected due to vehicle alterations or servicing, then this time should be kept to a minimum.

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

Does my Tracker system require a subscription?

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

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

If your vehicle battery is disconnected, this will generate an alert. It is vital therefore that you inform Tracker prior to disconnecting your vehicle battery to avoid any false alerts.

If the vehicle battery is disconnected Tracker's non-rechargeable backup battery will operate unassisted for a limited amount of time. This will depend on the disconnection time throughout the product's lifetime e.g. vehicle battery disconnect due to vehicle service or in the event of theft.

If the non-rechargeable back-up battery becomes flat a chargeable service call will apply.

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What should I do with my Tracker registration document?

When you receive your registration document, check all your personal and vehicle details are correct. If you need to make any amendments please call our Customer Service team on 0808 509 0909. Please keep this document in a safe place; never keep it in your vehicle.

Will my Tracker system work in Europe?

Depending on the type of Tracker system you have installed, it will provide partial or full European coverage. If you would like more information on European coverage, please visit www.tracker.co.uk or call 0808 509 0909.

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.

ONLY for Nano product

If explicitly instructed by your broker, the Nano may be moved to a new vehicle covered on your policy, if such instructions are not provided by your broker, then the Nano device may not be relocated to any other vehicle.

Do you offer Theft Recovery Service in Europe?

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

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.

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

Call 0808 509 0909 to register today.

Tracker™ Network (UK) Ltd.
6-9 The Square, Stockley Park, Uxbridge, Middlesex, UB11 1FW
0808 509 0909 www.tracker.co.uk

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