



Welcome Pack  
Stolen Vehicle Recovery

**Tracker Nano**

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 a few things you MUST do:**

- 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](http://www.tracker.co.uk)



# 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

## Nano

Nano is a small battery powered device using GPS technology. Tracker Nano has a built-in power source, it overcomes the issue of power drain on your asset's battery, even if it's left unused for a long period of time.

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 then liaise directly with the police to aid tracking using Tracker's unique relationship with all UK police forces.

The GPS positions update daily, the unit will update every 24 hours to show the vehicle location. However, if the vehicle is moved during an active theft, the unit configuration is changed meaning it will give live, up to date location details which is passed on to the police.

## Features of Tracker Nano

- GPS based vehicle and asset tracker
- Self-powered by built-in power source
- Discrete matchbox sized device
- 2 year battery life
- GPS location updates every 24 hours
- Easily installed on vehicles or non-powered assets
- Nationwide support from all UK police forces
- 24/7 Secure Operating Centre
- Secured by Design Accredited
- Thatcham S7 Accredited

# Frequently asked questions

## How do I know my Tracker Nano is working?

The Tracker Nano sends a regular 'heartbeat' message every 24 hours to Tracker containing a GPS position.

## When should my Tracker system be replaced?

The Tracker system should be replaced:

- When the unit is 2 years old
- After theft recovery
- Following an accident
- If there has been any noticeable damage to the device.

## Will my device need replacing following a theft?

Yes, the Tracker Nano is designed for a single theft recovery. Once the vehicle is recovered the device will require replacing due to the use of the internal battery.

## Is my Tracker device waterproof and dust proof?

No, the Tracker Nano device is not waterproof and dustproof.

**In some cases** the Tracker Nano device is supplied in an IP67 rated (Dust and Waterproof) casing. Please check your order details to confirm.

## Can you tell me where my vehicle is right now?

The GPS positions update daily. This means that if the vehicle is moved, the unit will take a maximum of 24 hours to show the correct location.

However, if the vehicle is moved during an active theft, the device configuration is changed meaning it will give live, up to date location details which is passed on to the police.

## What happens when the device battery is low?

The Tracker Nano will alert when the battery capacity reaches 20%. It is advised at this time that a replacement device is considered, as if the vehicle is stolen there will be limited life remaining in the battery.

## 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.

## Will my Tracker device work in Europe?

Yes, the Tracker Nano has a fully roaming SIM which will work across Europe.

## 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.

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

## 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.

If you sell your vehicle contact Tracker on:



0808 509 0909



customerservice@tracker.co.uk

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