



Welcome Pack
Stolen Vehicle Recovery

Tracker Secure

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

A photograph of a car covered in a bright red protective cover, parked in a concrete parking garage. Another car covered in a grey cover is visible in the background. The garage has concrete walls, pipes, and fluorescent lighting.

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.

Tracker Secure

Find out more about your Tracker product

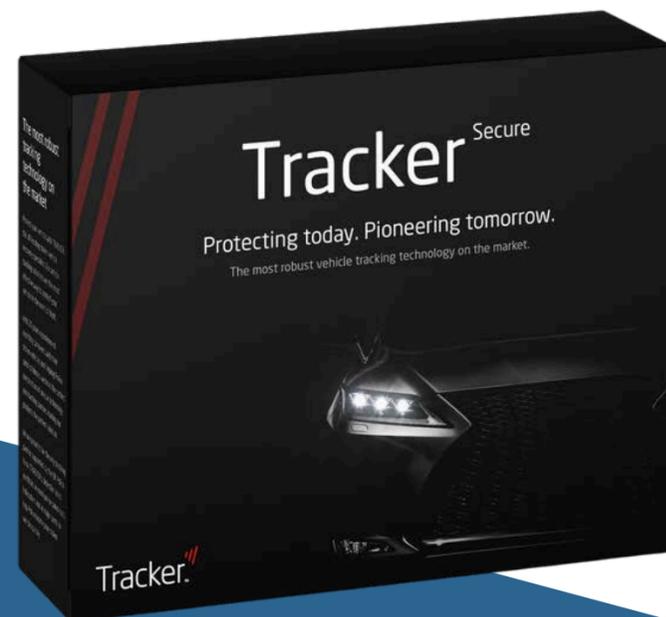
TrackerTM 

How it works

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.

With a Tracker system installed, your vehicle is in safe hands



Tracker Secure

Tracker Secure has its own power source and does not need to be wired into the vehicle's electrical system, avoiding the issue of vehicle battery drain.

Tracker Secure is a one-time use stolen vehicle recovery product, it uses our patented VHF technology that is operated by all UK police forces. The police can employ the precision of the VHF technology to track the stolen vehicle to its exact location, even if it is hidden in a metal container, in a lock-up or an underground car park.

*Tracker Secure is a one-time use product. In the event of theft, you will be required to purchase a new unit and the remaining subscription can be transferred.

Features of Tracker Secure

- High tech VHF tracking that can be tracked even when concealed in metal containers, lock-ups or underground car parks
- Unique tracking technology that is not affected by GPS/GSM signal jammers
- Long 5-year battery life
- Nationwide support from the UK police force
- One-time use operation
- Secure Operating Centre available 24/7
- Tracking coverage throughout the UK, France, Spain, Italy and Benelux region
- Thatcham S7 Accredited

Frequently Asked Questions

Tracker Product & Service

TrackerTM

Frequently asked questions

What should I do with my Tracker registration document?

We recommend that you keep this document in a safe place away from your vehicle. Also, when you initially receive the document – check the accuracy of all details and notify us immediately if anything is incorrect by calling 0808 509 0909.

Can my Tracker Secure device 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.

Will my Tracker system work in Europe?

Tracker Secure provides tracking coverage throughout the UK, France, Spain, Italy and the Benelux region.

Do you offer Theft Recovery Service in Europe?

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

Does my Tracker device 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 device if my vehicle battery is disconnected

Your Tracker Secure device does not require any power from your vehicle's electrical system, and so is unaffected should the battery become disconnected.

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
The Atrium,
1 Harefield Road, Uxbridge,
Middlesex,
UB8 1PH

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.
The Atrium, 1 Harefield Road, Uxbridge, Middlesex, UB8 1PH
0808 509 0909 www.tracker.co.uk

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