

Welcome to TRACKER



STOLEN VEHICLE RECOVERY – Agriculture and Construction

TRACKERTM 

Welcome to **total peace of mind**

Now you can happily leave your asset 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 need you to do

- 1** Keep your TRACKER membership card with you at all times.
- 2** When you receive your TRACKER registration document, keep it somewhere safe.
- 3** **Relax** – your asset is covered in the event of theft.

If you require additional information about your TRACKER system, please contact our Customer Service team on:

 **0808 509 0909** or go to  **tracker.co.uk**



What should I do if my asset is ever stolen?

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

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

- Vehicle registration number or VIN (Vehicle Identification Number)
- Your TRACKER system serial number
- Crime Reference Number



If you are reporting the theft from outside of the UK please report the theft to the local police authorities and then call TRACKER on **+44 (0) 808 509 0909**.

Please note: TRACKER Plant customers will only be able to view the last known location of the stolen asset until it is located.

TRACKER will provide either partial or full European coverage depending on the type of TRACKER system you have installed. If you would like more information on European coverage, please visit:

 **tracker.co.uk** or call on  **0808 509 0909**

Once your asset has been located by the police, TRACKER will arrange for a uniformed guard to stay with it until the recovery company arrive to pick it up and return to you anywhere in mainland Great Britain*.

*Terms and conditions apply.

With a **TRACKER** system installed, your asset 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 asset even if it is being transported in a van or hidden in a shipping container. In addition, TRACKER Plant utilises Global Positioning System (GPS) and Global System for Mobile Communications (GSM).

● **TRACKER Retrieve**

TRACKER Retrieve is operated using VHF technology. When you report the theft of your asset to the police and TRACKER, the TRACKER Retrieve system is activated. The unit emits a silent signal which allows the police to track your stolen asset to its exact location.

● **TRACKER Monitor**

TRACKER Monitor also operates using VHF technology. In the event of theft if the vehicle 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 stolen asset to its exact location.

● **TRACKER Plant**

TRACKER Plant is a ground-breaking system with 'jamming countermeasures providing the ultimate defence against theft of your asset. TRACKER Plant combines VHF with GPS and GPS technology making this system far more resilient to this form of attack. Crucially, TRACKER Plant will raise an alert to TRACKER if there is any attempt to jam the communication system.

As with all TRACKER systems, TRACKER Plant is operated by all UK police forces. Using any one of the three location technologies, TRACKER can inform the police of the initial location of the stolen asset. The police can then employ the precision of the VHF technology to track a stolen asset to its exact location.

TRACKER Plant provides users with access to a bespoke website offering a host of information about their asset with real time information at timed intervals. The information will make a huge difference to everyday decision making and the rewards will become apparent immediately.

Getting started

It's easy...

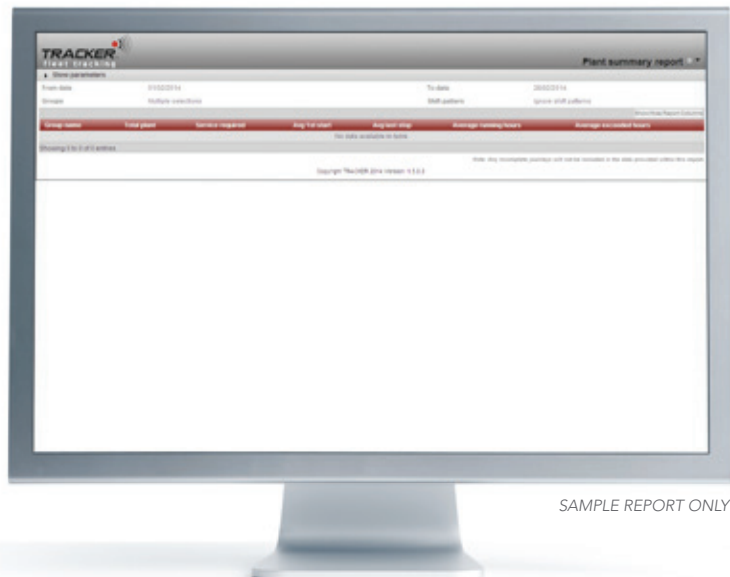
- You will be emailed your login details
- Once you receive your login details log on to **www.tracker.co.uk** and click 'Login' to get started.
- Should you have any problems with your login details call Technical Support team on: **0808 509 0909**.

TRACKER Plant provides you with a host of reports to help you manage your assets.

Plant summary report

Provides an overview of plant activity at fleet level:

- Identify average running hours
- Identify average exceeded running hours
- Analyse fleet size
- Identify plant requiring servicing



Plant summary report

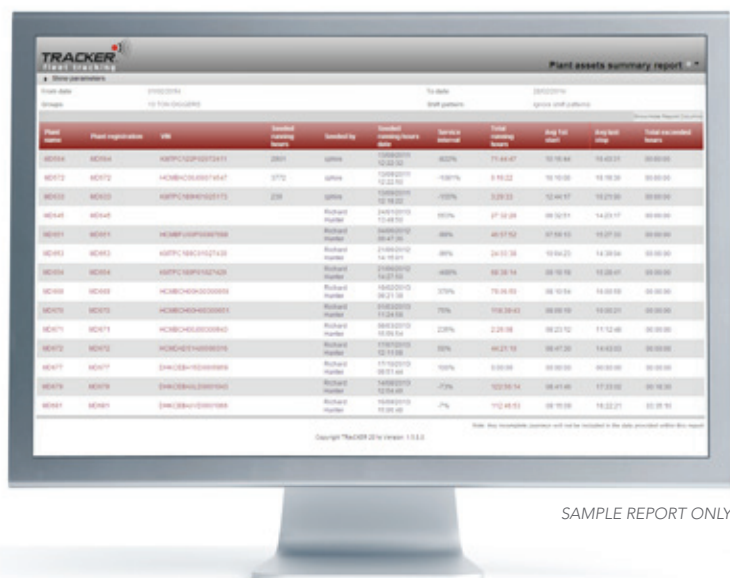
Plant name	Plant registration	VIN	Service history	Average running hours	Average exceeded hours
100001	100001	100001	100001	100001	100001
100002	100002	100002	100002	100002	100002
100003	100003	100003	100003	100003	100003
100004	100004	100004	100004	100004	100004
100005	100005	100005	100005	100005	100005
100006	100006	100006	100006	100006	100006
100007	100007	100007	100007	100007	100007
100008	100008	100008	100008	100008	100008
100009	100009	100009	100009	100009	100009
100010	100010	100010	100010	100010	100010

SAMPLE REPORT ONLY

Plant assets summary report

Offers in depth information on plant activity to:

- Measure hours of activity to plan servicing effectively
- Highlight plant approaching or exceeding their required service interval
- Track patterns in working times and hours to better understand customer needs



Plant assets summary report

Plant name	Plant registration	VIN	Service history	Average running hours	Average exceeded hours	Total running hours	Total exceeded hours
100001	100001	100001	100001	100001	100001	100001	100001
100002	100002	100002	100002	100002	100002	100002	100002
100003	100003	100003	100003	100003	100003	100003	100003
100004	100004	100004	100004	100004	100004	100004	100004
100005	100005	100005	100005	100005	100005	100005	100005
100006	100006	100006	100006	100006	100006	100006	100006
100007	100007	100007	100007	100007	100007	100007	100007
100008	100008	100008	100008	100008	100008	100008	100008
100009	100009	100009	100009	100009	100009	100009	100009
100010	100010	100010	100010	100010	100010	100010	100010

SAMPLE REPORT ONLY



- Know the exact running hours of each item of plant each day
- Identify over-use of plant to ensure correct fees are charged
- Identify under-use of plant to better manage customer requirements



- Verify arrival/delivery times
- Geofence breach alert



The journey reports combine data collected automatically on start, stop, location and mileage into a report detailing journeys taken over a specified period. This is useful specifically for when the plant is being transported.

! IMPORTANT INFORMATION

The tracking element in your TRACKER Monitor is operational with immediate effect. However, the movement sensor only becomes active 2 hours after installation, to avoid a false movement alert whilst your unit is being fitted by one of our trained technicians.

● Battery back-up

Your tracking unit is fitted with a non-rechargeable back-up battery.

This design feature allows the unit to continue to operate even if the main vehicle battery is disconnected, which maximises the security of the product. This feature allows the unit to operate unassisted for up to one month.

Please note: The unit will draw power from this back-up battery whenever the main supply is disconnected, for example, under theft conditions or during theft.

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

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

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

If you have any technical enquiries please call our Technical Support team on:

 **0808 509 0909**

If you **sell your asset**

If you sell, transfer or dispose of your asset please complete the tear off section on your registration document and post it to TRACKER Network:

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

! DON'T FORGET!

Don't forget to fit TRACKER to your new vehicle!



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 asset without triggering an alert from my TRACKER Monitor system?

If you know that there will be a situation whereby your asset 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 can request an audit at any time; for current costs please call our Technical Support team on 0808 509 0909.

When should I have my TRACKER system re-tested?

The TRACKER system should be tested:

- After the asset has been repaired
- Following major alterations, particularly to the electrical system
- After theft recovery

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 asset 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 back-up battery will operate unassisted for up to a month. After this time, the non-rechargeable back up battery will become flat and a chargeable service call will apply to replace the back-up battery.

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 asset for its lifetime.

Please note: the TRACKER subscription is non-transferable.

Does my TRACKER system require a subscription?

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

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.

What is the Guard and Recover service?

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

Do you offer Guard and Recover service in Europe?

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



TRACKER Network (UK) Ltd.

6-9 The Square, Stockley Park, Uxbridge, Middlesex UB11 1FW

 **0808 509 0909**  **tracker.co.uk**

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