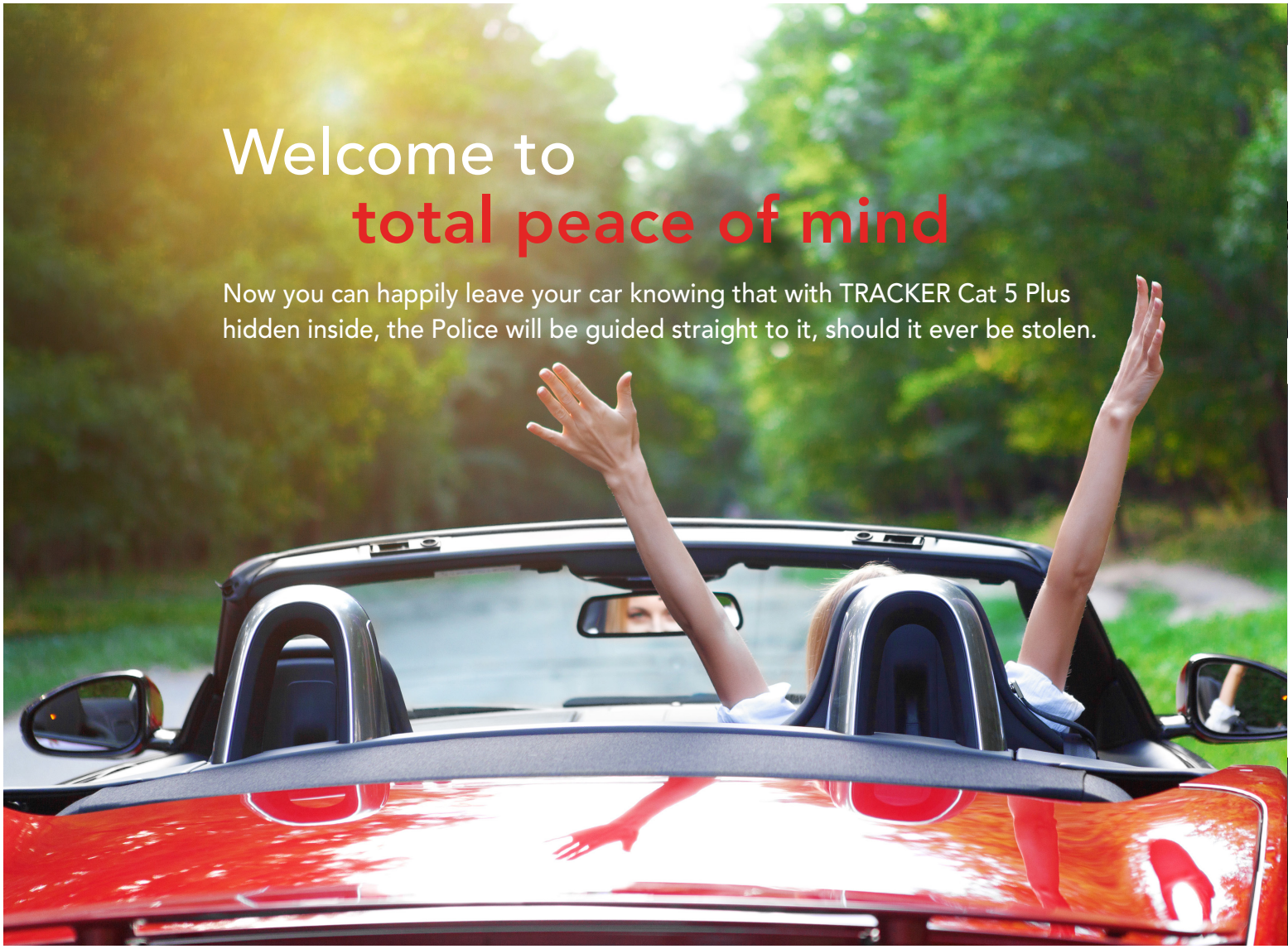
Welcome to TRACKER



STOLEN VEHICLE RECOVERY – **TRACKER Cat 5 Plus**

TRACKER™



Welcome to total peace of mind

Now you can happily leave your car knowing that with TRACKER Cat 5 Plus 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 vehicle 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 vehicle 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 Secure Operating Centre on:

+44 (0)800 911 900

Please ensure you have the following information to hand before calling the TRACKER Secure Operating Centre:

- Vehicle registration number
- Your TRACKER Cat 5 Plus serial number
- Crime Reference Number



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

In some instances, the Police may ask the TRACKER Secure Operating Centre to temporarily immobilise a stolen vehicle so that the engine cannot be restarted.

**Terms and conditions apply.*



With a TRACKER Cat 5 Plus installed, your vehicle is in safe hands

TRACKER systems are operated by all UK Police forces. TRACKER Cat 5 Plus uses GPS (Global Positioning System), GSM (Global System for Mobile Communications) and VHF (Very High Frequency) technology to accurately locate a stolen vehicle even if it's hidden in a container, garage or underground car park. This product meets the requirements of the Thatcham Category 5 standard.

How TRACKER Cat 5 Plus works

Your vehicle is monitored 24 hours a day, 365 days a year by our secure operating centre.

TRACKER Cat 5 Plus operates using driver tags, this is to identify that the driver is authorised to use the vehicle. For this reason, it is important that the tags are kept separate from your vehicle keys. The driver must have the tag on their person before starting the vehicle to avoid generating a false alert. If an alert is generated, you will be contacted by one of our advisers to confirm the location of your vehicle.

TRACKER Cat 5 Plus automatically arms as soon as the vehicle ignition is switched off. It will automatically disarm when the driver tag is within 1 metre of the vehicle and the ignition is turned on.

If your vehicle is moved without the ignition turned on e.g. lifted or towed, a movement alert will be sent to the secure operating centre. One of our advisers will contact you to confirm that your vehicle is secure.

With normal usage your TRACKER Cat 5 Plus system will report to the secure operating centre every 5 minutes.

If your car has not been driven for 28 days, a health check message is sent to the secure operating centre to confirm that the system is continuing to operate at its optimal level.

TRACKER Cat 5 Plus customers will also have access to My TRACKER or access to the TRACKER Touch app, a bespoke website offering a host of information about their vehicle. Driving and journey reports are included, as well as reporting on business and private mileage.

Guide to using Cat 5 Plus

TRACKER Cat 5 Plus meets the insurance requirements of Thatcham's Category 5 standard.

It does this by providing you with a driver tag which needs to be present when you start your vehicle.

It works in the following way:-

1. You start your vehicle
2. TRACKER system identifies your driver tag by beeping once within 10 seconds of your vehicle being started, and the system is disarmed
3. You continue on your journey

If the system does not identify your driver tag, an unauthorised driver alert will be sent to the Secure Operating Centre and you will be contacted by one of our advisers to confirm that your vehicle is secure.

In order to minimise false alerts please ensure the following:-

DO ensure that the driver tag is on your person within the driver seat area or in a safe area in the front centre console every time you start your vehicle.

DO listen for the beep which confirms the driver tag has been identified.

DO wait 30 seconds for the system to re-set itself before restarting the vehicle if you missed the beep the first time.

DO replace the battery if you hear multiple beeps, as this indicates the battery on your driver tag is low.

DON'T put your driver tag on either the passenger seat or the back seats or in the glove box.

DON'T put your driver tag in the boot of your vehicle.

DON'T keep your driver tag on your key ring because if your keys are used to steal your vehicle, then the TRACKER system will disarm and the Secure Operating Centre will not be alerted.

IMPORTANT INFORMATION

The tracking element in your unit 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 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 a vehicle service.

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 vehicle

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

TRACKER Network (UK) Ltd
1 Furzeground Way,
Stockley Park, Uxbridge,
Middlesex, UB11 1BD

The tracking system is NOT transferable from vehicle to vehicle.

The TRACKER system stays with the original vehicle for its lifetime. When the vehicle is sold, the new owner can register with TRACKER by paying a registration fee and a TRACKER subscription.

To transfer ownership of the TRACKER system, call:

0808 509 0909

DON'T FORGET!

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

Simply call **0808 509 0909**



So why should you continue using TRACKER?

With TRACKER fitted to your car, the chance of getting your car back fast and with less chance of damage is much improved.

The reality of car theft:

- Loss of insurance excess
- Loss of no claims bonus
- Insurance settlement delay
- Insurance settlement shortfall
- Car hire costs
- Insurance premium uplift
- Personal distress

TRACKER, Get your own back...

Call TRACKER on **0808 509 0909** for more information

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 Secure Operating Centre on +44 (0)800 911 900 . TRACKER will suspend all or part of the TRACKER service for an agreed duration.

Please note: Starting your car without the driver tag will also trigger an alert, so please ensure you have the tag with you when starting your car.

How do I know my TRACKER Cat 5 Plus system is working?

With normal usage your TRACKER Cat 5 Plus system will report to the Secure Operating Centre every 28 days.
In line with Thatcham's Category 5 requirements, TRACKER will contact you if no communication has been received from your vehicle for 28 days.

The technician will test the TRACKER Cat 5 Plus 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 vehicle has been repaired following an accident
- 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 Cat 5 Plus 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 +44 (0)800 911 900 .

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, will need to be replaced and a chargeable service call will apply.

Do I need to keep my vehicle battery charged?

Yes, it is important that the vehicle battery is kept charged and any disconnection is kept to a minimum as this will drain power from the TRACKER Cat 5 Plus non-rechargeable back-up battery.

If the non-rechargeable back-up battery becomes flat, this will need to be replaced and a chargeable service call will be required.

Is my driver tag battery operated?

Yes, the driver tag contains a CR2032 battery. You will receive an audio alert from the tag when the battery needs replacing.

How many driver tags can I have?

You will receive 2 tags as standard with your TRACKER Cat 5 Plus system. However, you can have up to 5 tags allocated to one vehicle.

If you wish to purchase additional driver tags, please contact our Technical Support team 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.

Does my TRACKER system require a subscription?

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

What is the Guard and Recover service?

Once your vehicle has been located, TRACKER will arrange for a uniformed guard to stay with the vehicle 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.

What is 48hr Recovery Guarantee?

TRACKER will endeavour to find your stolen vehicle as quickly as possible. If TRACKER is unable to find your car within 48 hours from activation of your TRACKER system, we will refund the subscription. *(Terms and conditions apply).*

Who is eligible for the 48hr Recovery Guarantee?

The 48hr Recovery Guarantee is only available to new (as from 26th March 2014) passenger car and LCV (up to 3.5 tonne) customers only. It excludes customers with any other vehicle types, customers who have not paid for the full hardware or installation. *(Terms and conditions apply).*

The 48hr Recovery Guarantee is only valid for the length of the TRACKER system warranty period.



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

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