

Welcome to TRACKER



STOLEN VEHICLE RECOVERY

**TRACKER**<sup>TM</sup> 



# Welcome to **total peace of mind**

Now you can happily leave your vehicle 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 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 24hr Control Room on:  
**0800 911 900.**

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

- Vehicle registration 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**.

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 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.*





# With a **TRACKER** system installed, your vehicle 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 stolen vehicle even if it is hidden in a garage or shipping container. In addition, TRACKER Locate utilises Global Positioning System (GPS) and Global System for Mobile Communications (GSM).

### ● **TRACKER Monitor**

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

### ● **TRACKER Locate**

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

As with all TRACKER systems, TRACKER Locate 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 vehicle. The police can then employ the precision of the VHF technology to track a stolen vehicle to its exact location.

TRACKER Locate customers will also have access to My TRACKER, 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.

**If you would like further information on any of the TRACKER products, please call TRACKER on 0808 509 0909.**



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

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**



**£486million**  
worth of stolen  
vehicles recovered





**£486million**  
worth of stolen  
vehicles **recovered**

## 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 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 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 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 **0800 911 900**.

If the vehicle battery is disconnected TRACKER's non-rechargeable backup 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.

## **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.



**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](http://www.tracker.co.uk) or call 0808 509 0909.

**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 car 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. 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.



**TRACKER Network (UK) Ltd.**

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

 **0808 509 0909**  **[tracker.co.uk](https://www.tracker.co.uk)**

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