

WELCOME TO TRACKER

Stolen Motorcycle Tracking

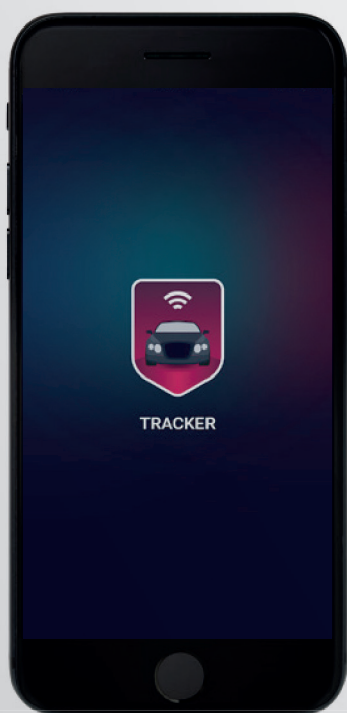


TOTAL PEACE OF MIND

Relax in the knowledge that your motorcycle is covered in the event of theft.

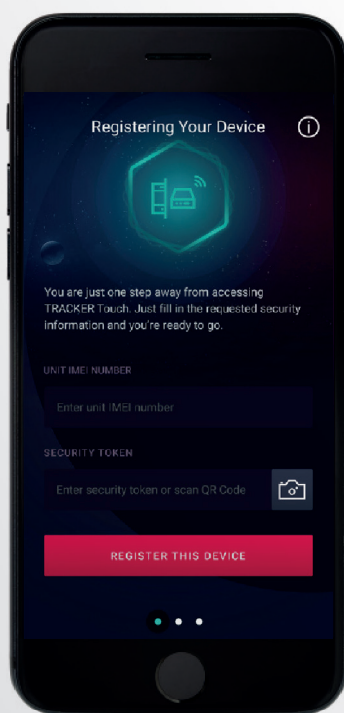
MOTORCYCLE TRACKING AT THE TOUCH OF A BUTTON

3 simple steps to get you started.



1 Download

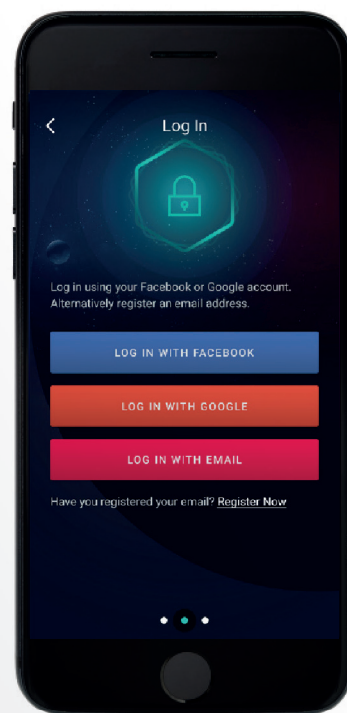
Download the TRACKER Touch App.



2 Register

When you open the app you will be asked to enter:

- **Serial Number** – this can be found on your welcome card.
- **Security Token** – you can find this in your welcome email/letter.



3 Log-in

Once you have successfully linked your TRACKER device to your phone you will be asked to login. You can login using Facebook or Google.

If you wish to login via email you will need to create an account using the “**Register Now**” link.

For further information on what TRACKER Touch can offer, please see page 7-8





WHAT SHOULD I DO IF MY MOTORCYCLE IS STOLEN?



Immediately report the theft to the police.



Obtain a Crime Reference Number.



Call TRACKER directly from your app. Alternatively you can call our 24hr Control Room on: +44 (0) 800 911 900.



GPS positional data on the App will be disabled during a theft.

Please ensure you have the following information to hand before calling the TRACKER 24hr Control Room

- 1 Motorcycle registration number
- 2 Your TRACKER system serial number
- 3 Crime Reference Number





PRODUCT CARE INFORMATION

VANTAGE

Battery back-up

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

This design feature allows the unit to continue to operate even if the main motorcycle battery is disconnected, which maximises the security of the product.

Instructions

- Please ensure that your motorcycle battery is always kept charged.
- If you know that there will be a situation whereby your motorcycle could generate a false movement alert, please call the TRACKER 24hr control room on 0800 911 900. TRACKER will suspend the alert service for an agreed duration.
- The back-up battery will auto recharge once it's connected to the motorcycle. It will take it's charge from the motorcycle battery and will take 2-3 hours to fully charge.

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



IF YOU SELL YOUR MOTORCYCLE

If you sell, transfer or dispose of your motorcycle please either, call us on 0808 509 0909 or complete the tear off section on your registration document and post it to us:

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



**Don't forget
to fit TRACKER
to your new
motorcycle!**

The tracking system is **NOT** transferable from motorcycle to motorcycle.

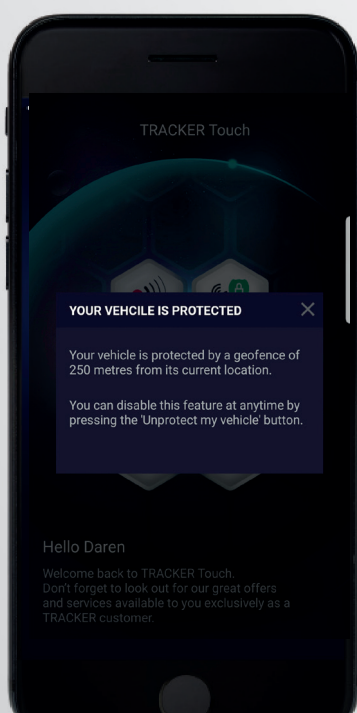
The TRACKER system stays with the original motorcycle for its lifetime. When the motorcycle is sold, the new owner can register with TRACKER by paying a registration fee and a TRACKER subscription.

To transfer ownership of the TRACKER system, call:

 **0808 509 0909**

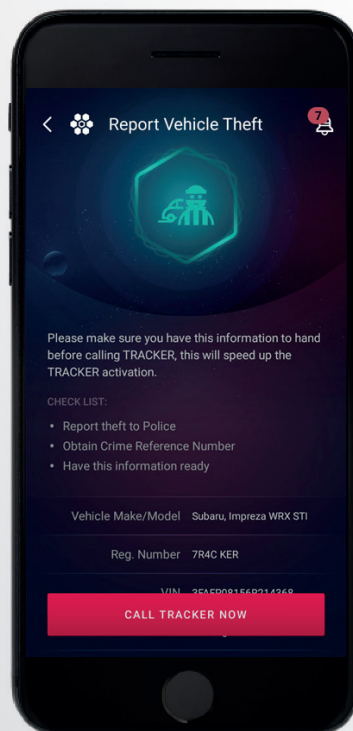
KEY FEATURES

To get the very best from the TRACKER Touch app make sure you are aware of the following key features.



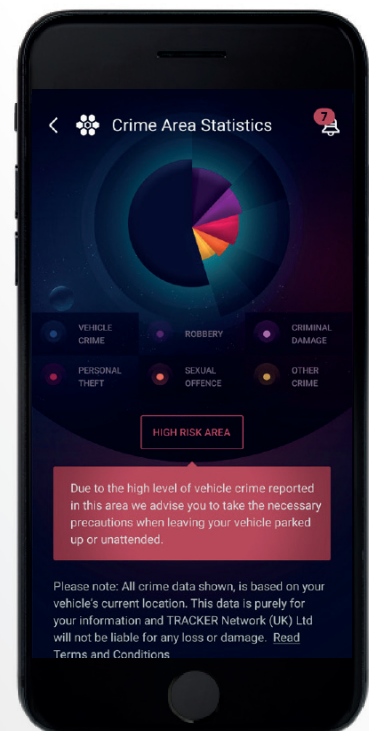
Set a Geofence

Select '**Protect My Vehicle**' to create a Geofence of 200 meters around your motorcycle – if the motorcycle is moved from this set perimeter, you'll be automatically alerted via email.



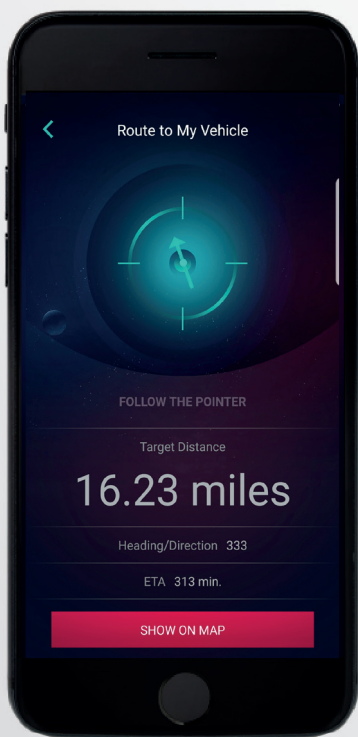
Report a Theft

Using the TRACKER app, all you need to do to get in contact is click '**Call TRACKER**'.



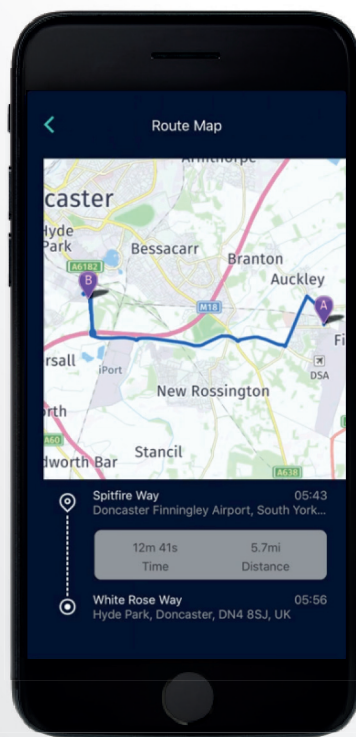
Crime Area Stats

Use the TRACKER Touch app and discover vehicle crime ratings based on where you live and where you've parked your motorcycle.



Find my Vehicle

When your mind goes blank and you can't remember where you parked, the TRACKER Touch app will navigate you back to your motorcycle, getting you on your way as soon as possible.



Journeys

All your travels are tracked and documented within the TRACKER Touch app, so you can share the routes you've taken and even review detailed information, such as distance and time.



System Health Check

Monitors your vehicle's battery and sends you a message if charging required.

ADDITIONAL FEATURES

Bike Down

In the case of an accident, your TRACKER Vantage device will automatically alert any emergency contacts set up in your app.

The contacts provided to the dealer at the time of placing the order will be set as the emergency contacts for the '**Bike Down**' feature.

Interactive Security

After the ignition is turned off this is automatically armed after 120 seconds. If the unit senses continued movement for more than 60 seconds it will trigger an alert.

FREQUENTLY ASKED QUESTIONS

How can I transport my motorcycle without triggering the TRACKER system?

If you know that there will be a situation whereby your motorcycle could generate a false movement alert, please call the TRACKER 24hr control room on **0800 911 900**. TRACKER will suspend the alert 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 also can continually monitor the health of your TRACKER Vantage system using your TRACKER Touch App. An audit can be requested at any time; please call our Customer Service team on **0808 509 0909**.

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 motorcycle.

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?

Your TRACKER Vantage system has full European Coverage. If you would like more information on European coverage, please visit **www.tracker.co.uk** or call **0808 509 0909**.

Can I view my motorcycle in theft mode?

No, GPS positional data on the App will be disabled during a theft.

What happens to my TRACKER system if my motorcycle battery is disconnected?

If your motorcycle battery is disconnected, this will generate an alert informing TRACKER. It is vital therefore that you inform TRACKER prior to disconnecting your motorcycle battery to avoid any false alerts. You can do this by calling **0800 911 900**.

If the motorcycle battery is disconnected TRACKER's rechargeable back-up battery will operate unassisted for a limited time.*

When should I have my TRACKER system retested?

The TRACKER system should be tested:

- After the motorcycle has been repaired following an accident
- Following major alterations, particularly to the electrical system
- After theft recovery
- Every 3 years

Please note, there is a small charge for testing the unit.

Can my TRACKER system be transferred from one motorcycle to another?

No, for security reasons and avoidance of any false alarms the TRACKER system stays with the original motorcycle for its lifetime.

When you sell your motorcycle, the new owner can benefit from the TRACKER system once they have registered with us and paid a registration and subscription fee.

Please note: the TRACKER subscription is non-transferable to the new motorcycle owner.

*Operating conditions apply



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

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