

# Welcome to Tracker™

Stolen Vehicle Recovery  
Cat 5 Plus



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 just a few things you **must** do:

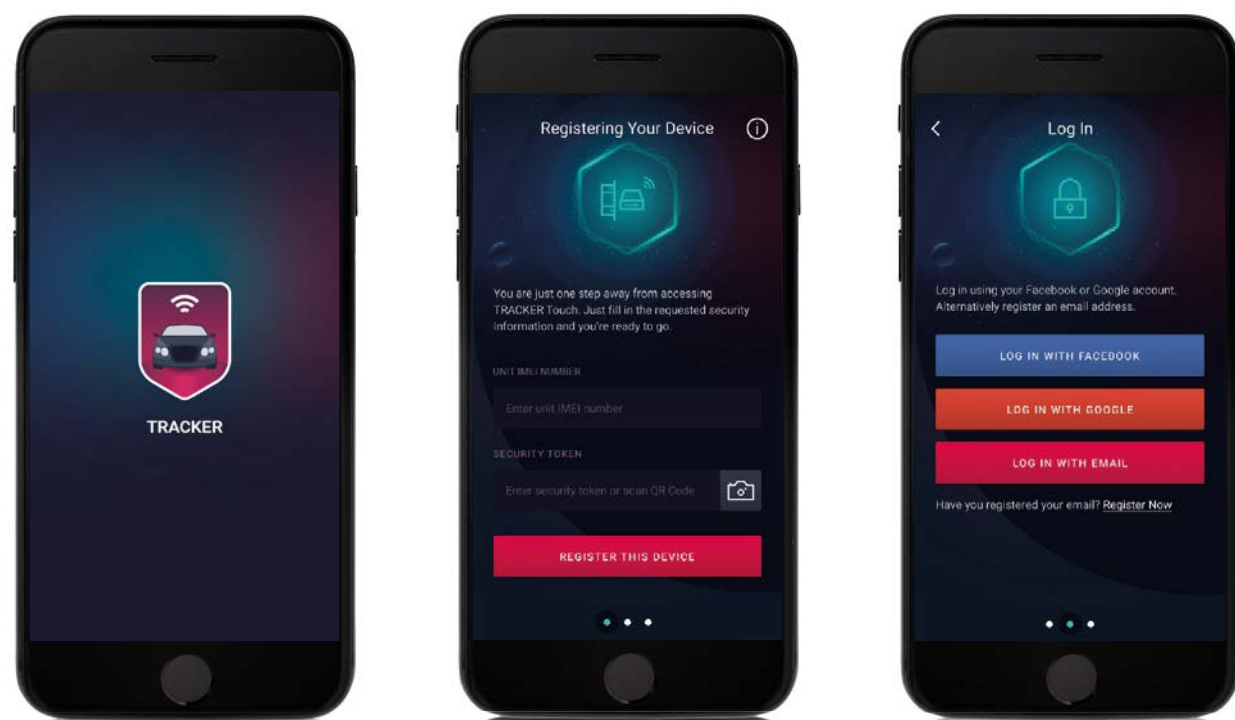
- 1// Keep your Tracker™ membership card with you at all times.
- 2// Leave your Tracker™ registration document somewhere safe.
- 3// Double check that your Tracker™ registration information is correct.
- 4// Provide us with two phone numbers and an email where we can contact you.
- 5// Download the Tracker™ Touch app.
- 6// And relax! Your vehicle is now covered in the event of theft.

If you require any additional information about your Tracker™ system, please feel free to contact our Customer Service team on 0808 509 0909, or visit our website at [tracker.co.uk](https://www.tracker.co.uk)

Tracker™



# Vehicle tracking at the touch of a button



## Tracker™ Touch App 3 steps and you're good to go:


- 1// Download the Tracker™ Touch app.
- 2// Register using your Tracker™ Serial Number and Security Token.
- 3// Link your Tracker™ device using Facebook, Google or an email.

And that's it!



For further information on the Tracker™ Touch app, please see page 10.



A photograph of a car completely covered by a red protective cloth, parked in a dimly lit underground parking garage. The car is positioned in a parking space marked with white lines. The ceiling of the garage features several horizontal metal beams and a single fluorescent light fixture that casts a cool, blueish-white glow. To the left of the car, a concrete pillar is wrapped in yellow and black diagonal hazard stripes. The overall atmosphere is somber and mysterious, suggesting a vehicle that has been hidden or perhaps stolen.

# What to do if your vehicle is ever stolen

- 1// Immediately report the theft to the police.
- 2// Obtain a Crime Reference Number
- 3// Call Tracker™ directly from your app, or call our 24hr Control Room on: **+44 (0) 800 911 900\***.

**PLEASE NOTE:** GPS positional data on your app will be disabled during a theft.

Please ensure you have the following information to hand before calling the 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.



# How it works

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

Our devices 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.

## Cat 5 Plus

Using 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 – Cat 5 Plus meets the requirements of the Thatcham Category 5 standard.

Cat 5 Plus operates using driver tags 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. You must have the tag on your person before starting the vehicle in order 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.

Cat 5 Plus is armed within minutes of the ignition being switched off – and is automatically disarmed when the driver tag is within a metre of the vehicle and the ignition is turned on. If the system cannot identify your driver tag, or if the vehicle is moved without the ignition being turned on, an alert will be sent and you will be contacted to confirm that your vehicle is secure.

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.

## Important Information

The tracking element in your unit is operational with immediate effect. However, the movement sensor only becomes active 24 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 – a design feature that allows the unit to continue to operate even when the main vehicle battery is disconnected – maximising the security of the product. This feature will allow the unit to operate unassisted for a limited amount of time, depending on disconnection time, caused by services etc, throughout the products lifetime.

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

Also 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 questions, please visit our technical support page at [tracker.co.uk/help](https://tracker.co.uk/help)

### To minimise false alerts please:

**DO //** ensure that the driver tag is on your person within the driver seat area or front console area 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.

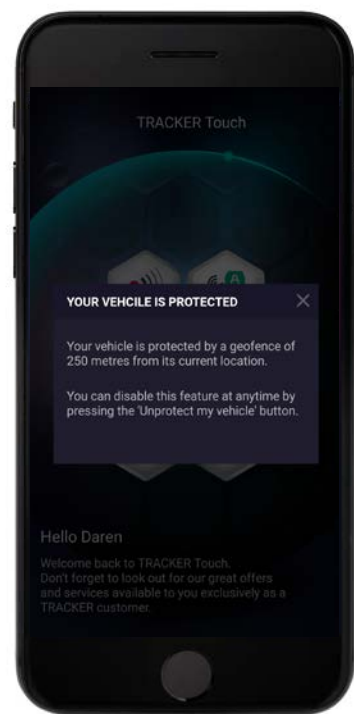
**DON'T //** put your driver tag on either the passenger seat, the back seat or in the glove box.

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

**DON'T //** keep your driver tag on your key ring - if your keys are used to steal your vehicle, then the system will be disarmed and no alert will be sent.

# Tracker™ Touch features

To get the very best from the Tracker™ Touch app make sure you're aware of the following key features.



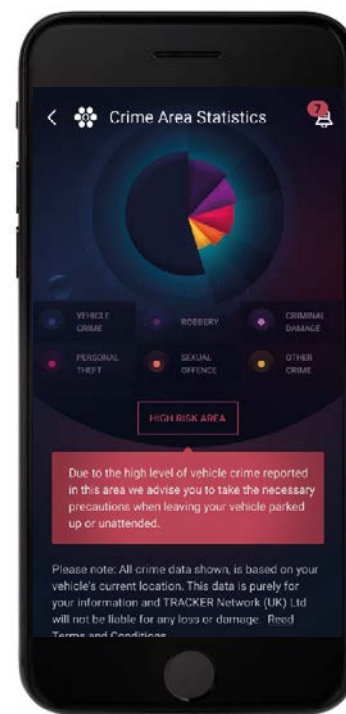
## Set a Geofence

Select 'Protect My Vehicle' to create a Geofence of 250 meters around your vehicle – if your vehicle is moved from this set perimeter, you'll be automatically alerted via email.



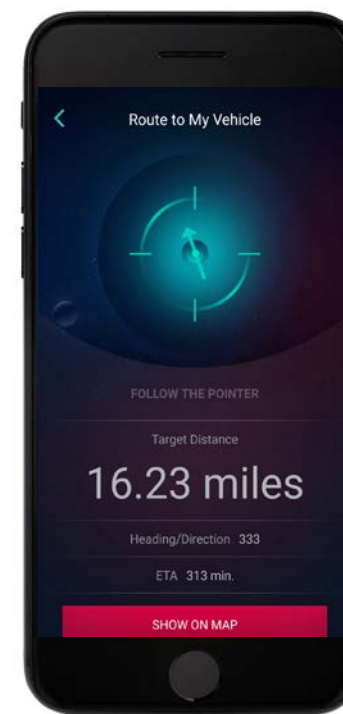
## Report a Theft

Using the Tracker™ Touch app, all you need to do to get in contact is click 'Call Tracker'.



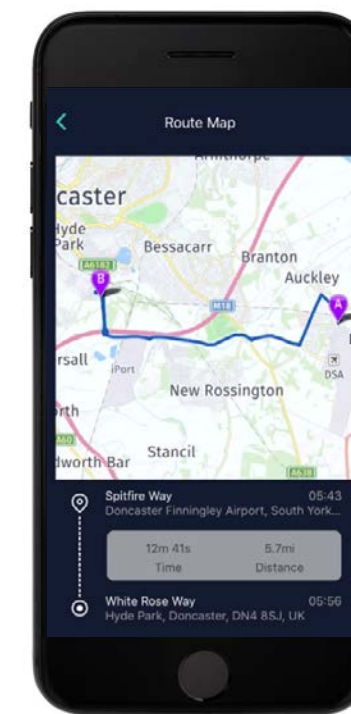
## Crime Area Stats

Use the Tracker™ Touch app and discover vehicle crime ratings based on where you live and where you've parked.



## 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 vehicle, 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.



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

The Tracker™ device stays with the original vehicle for its lifetime, it is not transferable from vehicle to vehicle.

After you've sold your vehicle, the new owner can register the system in their name by simply paying a registration and subscription fee.

**Call 0808 509 0909 to register today.**

# 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. The Tracker™ system gives a regular 'proof of life' every 28 days which we receive provided the system is in VHF coverage. The Tracker™ system will also communicate via GPS/GSM on every journey, or every 24 hours if the vehicle is not in use. 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
- When the unit is 3 years old

**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™ non-rechargeable backup battery will operate unassisted for a limited amount of time, dependent on the disconnection time throughout the products lifetime e.g. throughout vehicles services and theft mode. After this time, the non-rechargeable back up battery will become flat and a chargeable service call will apply.

## Is my Tracker™ system protected under warranty?

If the vehicle battery is disconnected or goes flat then your Tracker™ device will continue to operate for a limited amount of time using its internal non-rechargeable backup battery. The backup battery is designed as a one-time use operation and will send an alert following the battery disconnection/depletion. Once the backup battery is depleted, your Tracker™ device will be unable to send an alert if the vehicle battery is once again compromised.

If the vehicle has to be disconnected as a result of vehicle alterations or servicing, then this time should be kept to a minimum.

**PLEASE NOTE:** that there is a call out charge for inspecting the unit and completing a battery audit, and the internal backup battery is not covered by the 12-month unit warranty.

## 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** or call **0808 509 0909**.

**PLEASE NOTE:** The below services will not work in Europe

- Proof of life testing
- Movement alerts
- Early warning features (S5 customers only)

## What is the Theft Recovery Service?

When your vehicle has been located, we will return your vehicle wherever you request within mainland Great Britain (Terms and conditions apply).

## Do you offer Theft Recovery 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.



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