

# Welcome to Tracker™

Stolen Vehicle Recovery  
Battery Powered Retrieve



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// 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**



# 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 our 24hr Control Room on: +44 (0) 800 911 900\*.

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

# Battery Powered Retrieve

Thanks to the usage of Very High Frequency (VHF) technology, and our partnership with the UK police force, your vehicle can be tracked – even if it's being transported or hidden in a shipping container.

As a self-contained device, the Battery Powered Retrieve is our most flexible product yet. Containing its own power source, the unit doesn't need to be wired into your vehicle's electrical system – meaning it can be installed into a wider range of vehicles, in many different locations, depending on your preference.

The Battery Powered Retrieve has a 5-year life span from the date of installation. The battery is designed as a one-time use operation, therefore, if your vehicle is ever stolen, the Tracker unit will need to be replaced\*

Your vehicle is in safe hands  
with the Battery Powered Retrieve.

\*Customer will be required to purchase a new unit and the remaining subscription can be transferred.



# 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 Battery Powered Retrieve 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?

We recommend that you keep this document in a safe place away from your vehicle. Also, when you initially receive the document – check the accuracy of all details and notify us immediately if anything is incorrect by calling **0808 509 0909**.

### Can my Battery Powered Retrieve unit be transferred from one vehicle to another?

No. For security reasons, the Tracker™ unit stays with the original vehicle for its lifetime.

### Does my Tracker™ unit require a subscription?

Yes. Customers are required to have a fully paid subscription to be covered by Tracker™.

### Will my Tracker™ system work in Europe?

Battery Powered Retrieve provides partial European coverage. Please visit [tracker.co.uk](https://www.tracker.co.uk) or call **0808 509 0909** for more information.

### 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 happens to my Tracker™ unit if my vehicle battery is disconnected?

Your Battery Powered Retrieve does not require any power from your vehicle's electrical system, and so is unaffected should the battery become disconnected.

### What is the life of my Battery Powered Retrieve product?

The Battery Powered Retrieve product has a 5-year life span from the original installation date.

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