

# Welcome to Tracker™

Stolen Vehicle Recovery



Tracker™





# Retrieve your vehicle with ease, should it ever be stolen

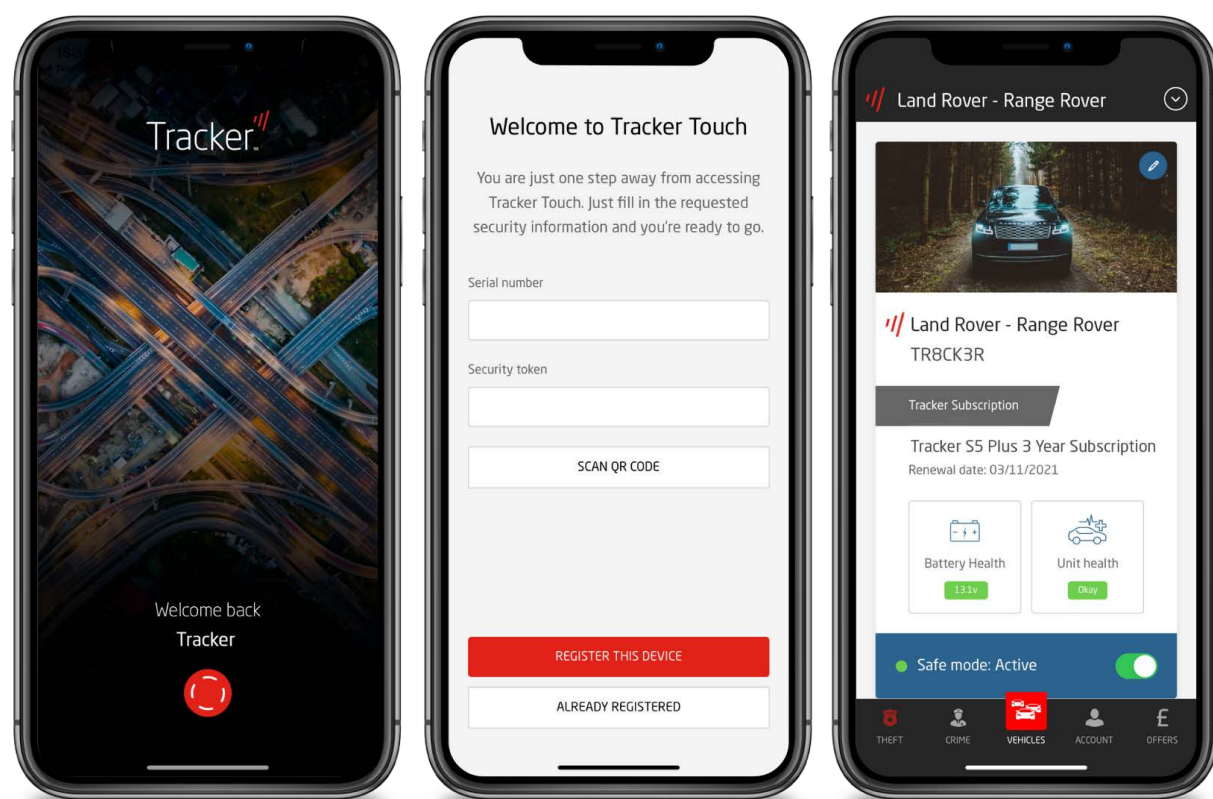
To ensure that the police are able to navigate straight to your vehicle, there are just a few things you **must** do:

- 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 - available only for Locate and S5 Plus devices.
- 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)**



# 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 for Locate and S5 Plus devices.
- 2// Register using your Tracker Serial Number and Security Token.
- 3// Link your Tracker device using your email.

And that's it!



For further information on the Tracker Touch app, please see page 14.





# Tracker S5 Plus – Guide to using your tags<sup>\*</sup>

1// Start your vehicle

2// Tracker™ identifies your driver tag

3// Begin your journey

If Tracker cannot identify your driver tag – an unauthorised driver alert will be sent to the Secure Operating Centre, who will then contact you to confirm that your vehicle is secure.

## In order to minimise false alerts:

**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.

**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 //** Attach your driver tags to the same keyring as the keys as this is something that is not advised.

<sup>\*</sup>This guide refers to the round tag on page 10.





# 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.



# Product Care

## 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 throughout the products lifetime e.g. vehicles servicing or in the event of a theft.

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).

## Battery Replacement for your Tracker S5 Plus driver tags

### When do I need to replace the battery in the driver tag?

- Every 12 months
- When the LED flashes on the driver tag\*
- If you are experiencing any false alerts

### Flat Tag battery replacement

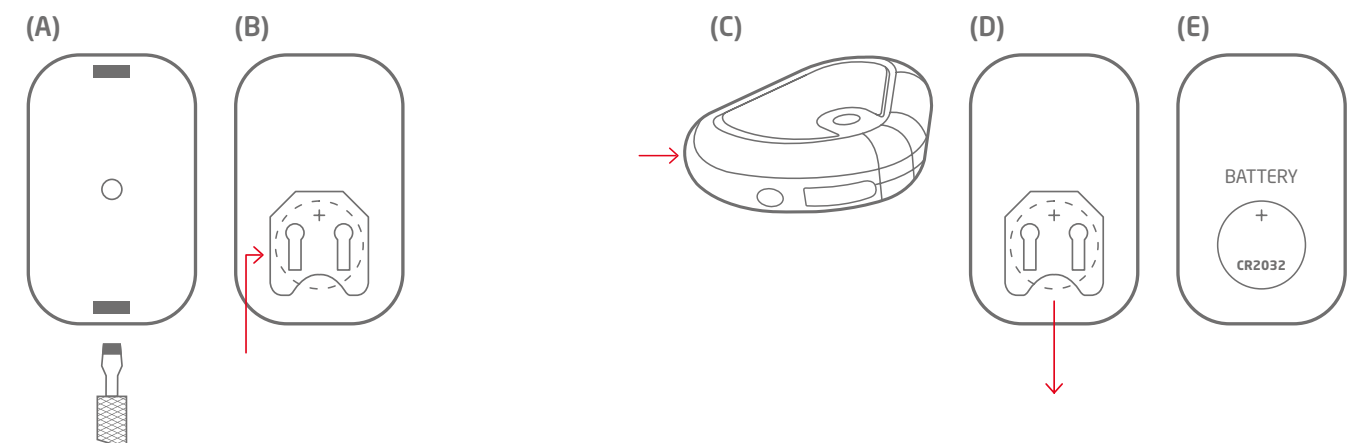
- The outer plastic casing of your driver tag is made up of two halves - to separate these, gently prize one end of the tag apart using a thin flat head screwdriver.
- If the case doesn't come apart instantly, run your screwdriver around the other edges of the case repeating the same prizing motion **(A)**.
- Next, using your screwdriver, carefully lift the circuit board slightly to allow access to the battery.
- Using your screwdriver, carefully push the old battery out from the gaps in its holder and gently insert the new battery in its place.
- It is important that the battery is inserted the correct way up with the battery + symbol at the top. Failure to insert the battery correctly may cause damage **(B)**.
- When re-assembling the tag, reposition the circuit board in one half of the tag if it has moved from its original position.
- Then, clip the two halves of the case together ensuring that the internal pin lines up.
- If case does not clip together easily, rotate the circuit board (so that the battery stays at the top) and try again.

### Round Tag battery replacement

- The outer plastic casing of your driver tag is made up of two halves.
- To separate the two halves, locate the opening recess located near the key ring, gently prize apart using a coin **(C)**.
- Next, using a thin plastic object, carefully push the old battery out from the gaps in its holder and insert the new battery in its place **(D)**.
- It's important that the battery is inserted the correct way up, with the battery + symbol at the top, failure to insert the battery correctly may cause damage **(E)**.
- When re-assembling the tag, reposition the other half of the tag casing and clip the two halves of the case together.

**IMPORTANT INFORMATION** - The warranty period for all Tracker products is 12 months from the date of installation unless otherwise agreed upon in writing. Installation and service work must be carried out by Tracker approved or accredited installer. If not, this will void your warranty.

If you have any questions, please call our Technical Support team on: 0808 509 0909



\*For round tag only.

# 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.

## Monitor

Using VHF technology, Monitor sends an alert when your vehicle is moved without the ignition being turned on - the motion sensor will alert our team, who will then notify you.

On confirmation of theft and receipt of your Crime Reference Number, we will activate the unit, which will begin to emit a silent signal allowing the police to track the vehicle to its exact location.

## Locate

A ground-breaking system with 'jamming' countermeasures to create the ultimate defence against vehicle theft. Locate combines VHF with GPS and GSM technology making this system far more resilient to this form of attack. Crucially, if there is an attempt to jam the communication system, our VHF technology will ensure your vehicle can still be tracked.

Locate is operated by all UK police forces, meaning they are able to employ the precision of the VHF technology to track a stolen vehicle to its exact location.

Locate customers also have access to the Tracker app. Stay connected and in control, with 24/7 visibility of your vehicle's location and ability to manage your account.

## S5 Plus

Operating using driver tags, S5 Plus is designed to identify whether or not a driver is authorised to use the vehicle. For this reason, we recommend that tags are kept separate from your vehicle keys. You must have the tag on your 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.

S5 Plus arms 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 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.

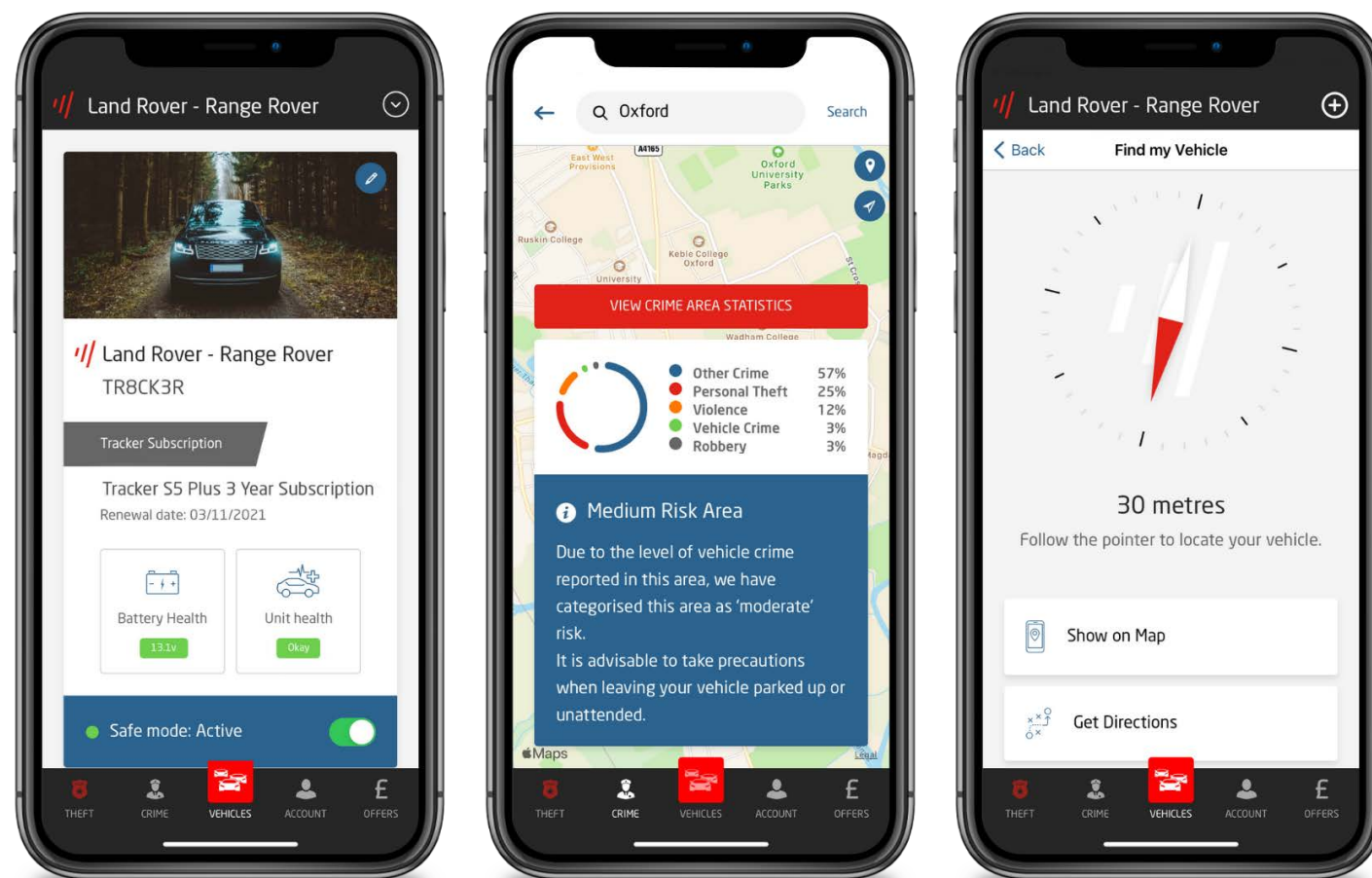
If your vehicle has not been driven for 28 days, a health check message is sent to the secure operating centre to confirm that the system is continuing to operate at its optimal level.

S5 Plus customers also have access to the Tracker app. Stay connected and in control, with 24/7 visibility of your vehicle's location and ability to manage your account.

**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 while your unit is being fitted by one of our trained technicians.

# Tracker Touch features

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



## Key Features



### Geofence area

As an additional security layer, you can set multiple Geofence Areas by defining custom perimeters such as your home and work. If your vehicle breaches an activated perimeter, you will receive an instant alert.



### Theft reporting

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



### Crime rating area

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.



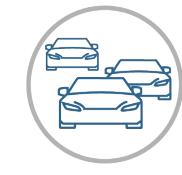
### Trip Tracker

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.



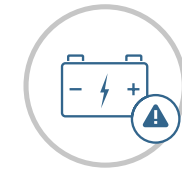
### System health

Monitor the health of your Tracker system at any time from your Tracker Touch app.



### Multi-Vehicle

Tracker Touch allows you to register and view multiple vehicles on a single log-in, enabling you to manage all your vehicles in one place.



### Battery health

Keep an eye on the health of your vehicle's battery so you can avoid unnecessary breakdowns.



# 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's 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 battery 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:** 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.

\*Only Locate and S5 Plus devices.

## 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 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 vehicle as quickly as possible. If Tracker is unable to find your vehicle 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 vehicle 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.

## How do I know my Tracker S5 Plus system is working?

The technician will test the Tracker system at the time of installation. With normal usage your S5 Plus system will report to the Secure Operating Centre every 28 days. In line with Thatcham's Category S5 requirements, Tracker will contact you if no communication has been received from your vehicle for 28 days. 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**.

## How many driver tags can I have?

You will receive two tags as standard with your S5 Plus. If you wish to purchase additional driver tags, please contact our Technical Support team **0808 509 0909**.



**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)**

Tracker™ Network (UK) Limited. All rights reserved. Tracker™ and the Tracker™ logo are registered trademarks of Tracker™ Network (UK) Limited © 2020. Tracker™ reserve the right to alter and modify product specifications and pricing without prior notification.

Tracker™ 