

# Welcome to Tracker™

Stolen Motorcycle Tracking



Tracker™





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

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

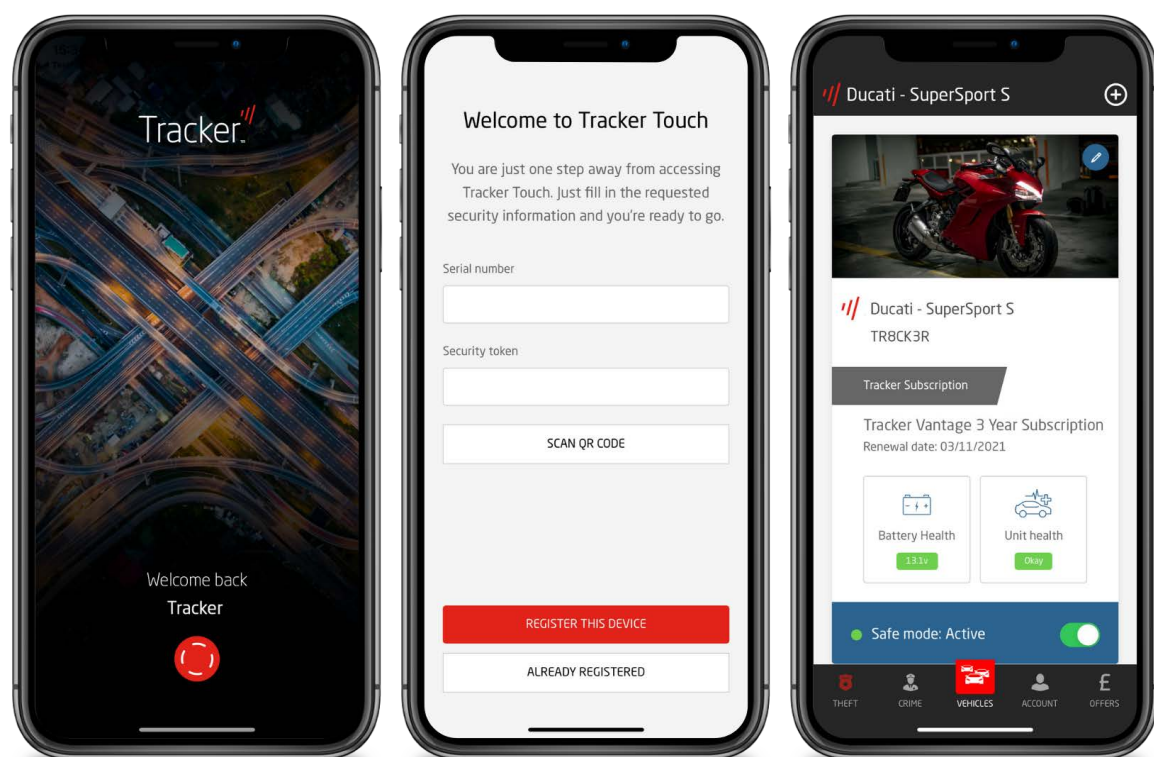
- 1// Keep your Tracker™ membership card with you at all times.
- 2// Leave your Tracker™ registration document somewhere safe.
- 3// Double check that your Tracker™ registration information is correct.
- 4// Provide us with two phone numbers and an email where we can contact you.
- 5// Download the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



# Motorcycle tracking at the touch of a button



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 your email.


And that's it!



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







# What should I do if my motorcycle is 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:

- Motorcycle 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 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.

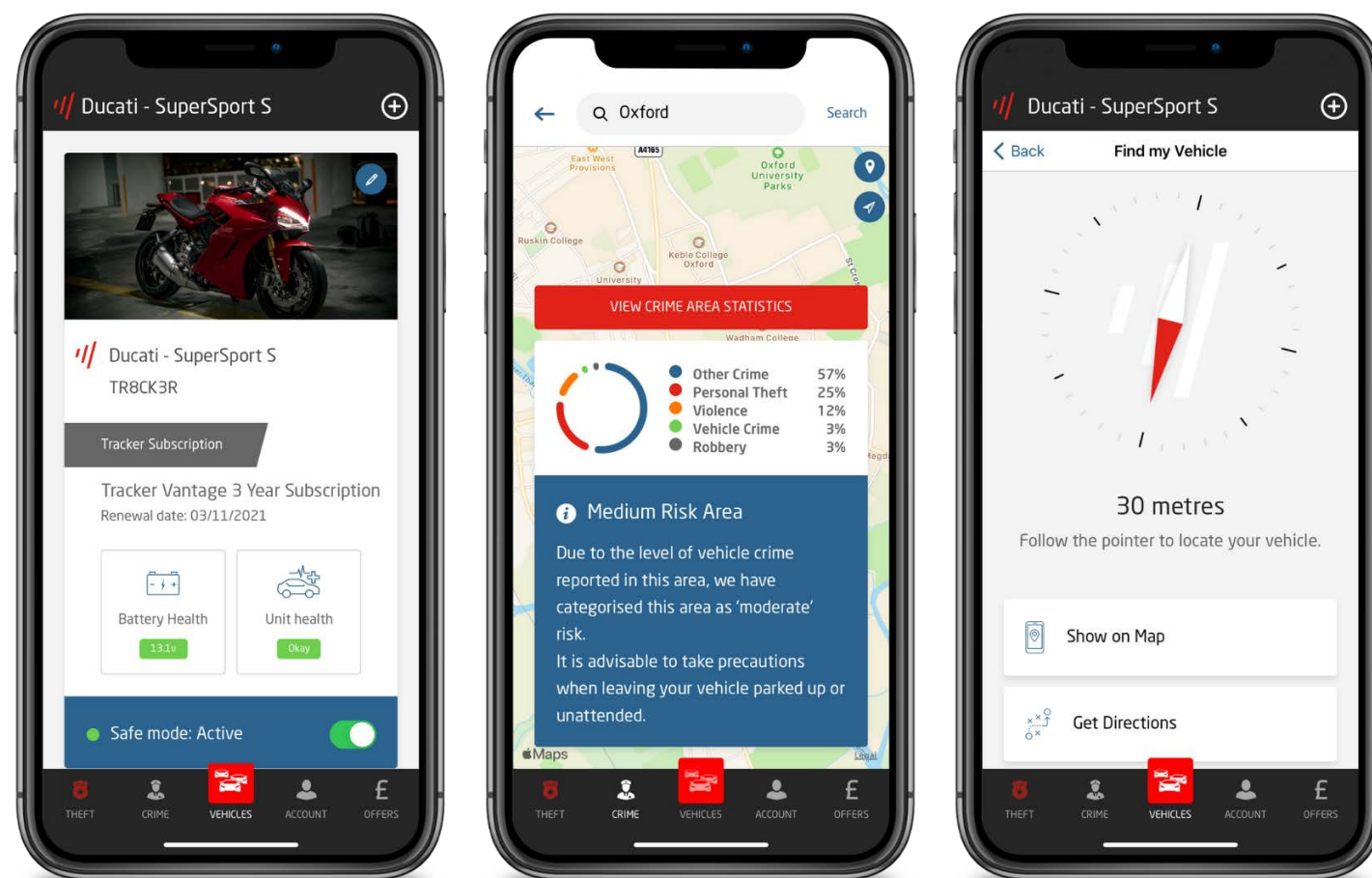
**If you have any questions, please visit our technical support page at [tracker.co.uk/help](https://tracker.co.uk/help).**





# 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 bike 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 motorcycle 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 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

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



### 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.



### 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.



### 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.



# If you sell your motorcycle



If you sell, transfer or dispose of your motorcycle, 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 motorcycle for its lifetime, it is not transferrable from motorcycle to motorcycle.

After you've sold your motorcycle, 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

## 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](http://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.



**Tracker™ Network (UK) Ltd.**  
**6-9 The Square, Stockley Park,**  
**Uxbridge, Middlesex, UB11 1FW**  
**0808 509 0909 /// [tracker.co.uk](http://tracker.co.uk)**

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