



Welcome Pack
Stolen Vehicle Recovery

**Battery Powered
Monitor**

TrackerTM



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 a few things you MUST do:

- Keep your Tracker membership card with you at all times.
- Ensure your Driver tags are with you when you drive your vehicle to avoid false alerts.
- Store your Tracker registration document somewhere safe.
- Check all information in your Tracker registration document is correct.
- Provide two phone numbers and an email address so we can contact you.
- And relax! Your vehicle is now covered in the event of theft.

If you require additional information about your Tracker system, please get in touch with our Customer Service team on 0808 509 0909 or visit our website at www.tracker.co.uk

A photograph of a car covered in a bright red protective cover, parked in a concrete parking garage. Another car covered in a dark grey cover is visible behind it. The garage has concrete walls, pipes, and fluorescent lights on the ceiling.

What to do if your vehicle is ever stolen

- ✓ Immediately report the theft to the police
- ✓ Obtain a Crime Reference Number
- ✓ Call Tracker 24hr Control Room on:

+44 (0) 800 911 900*

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

Battery Powered Monitor

Find out more about your Tracker product

TrackerTM 

How it works

Our devices are operated by all UK police forces.

Most of our devices use Very High Frequency (VHF) technology, the police can track the stolen vehicle even if it is hidden in a garage or shipping container.

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



Battery Powered Monitor

Battery Powered Monitor uses our patented Very High Frequency (VHF) technology which is operated by all UK police forces. The police can employ the precision of the VHF technology to track the stolen vehicle to its exact location, even if it is hidden in a metal container, in a lock-up or an underground car park.

Unauthorised Driver Tag Alert

If the Battery Powered Monitor device detects movement of the vehicle without a recognised driver tag present, an alert will be generated.

The customer will need to confirm if the vehicle is secure.

*Battery Power Monitor is a one-time use product. In the event of theft, you will be required to purchase a new unit and the remaining subscription can be transferred.

Features of Battery Powered Monitor

- VHF tracking that can be tracked even when concealed in metal containers, lock-ups or underground car parks
- Unique tracking technology that is not affected by GPS/GSM signal jammers
- Long 4-year battery life
- Unauthorised driver tag alert
- Nationwide support from the UK police force
- One-time use operation
- Secure Operating Centre available 24/7
- Tracking coverage throughout the UK, France, Spain, Italy and Benelux regions
- Thatcham S7 Accredited

Product Care

Battery Powered Monitor

Driver tag battery replacement information

Can I order replacement driver tags?

You should receive two driver tags as standard with your Battery Powered Monitor product.

A maximum of 2 additional driver tags are available to order, there will be a charge for these additional tags.

Contact our Technical Support Team on:

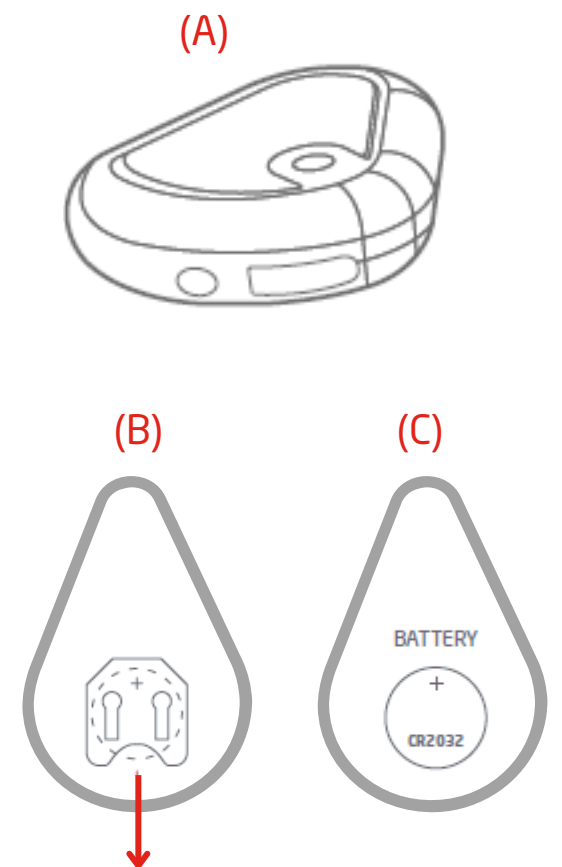
0808 5090909 to purchase additional driver tags.

Battery replacement for your driver tags

- The outer plastic casing of your driver tag is made up of two halves.
- To separate the two halves, locate the opening recess, gently prize apart using a coin (A).
- 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 (B).
Tag contains CR2032 battery.
- 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 (C).
- When re-assembling the tag, reposition the other half of the tag casing and clip the two halves of the case together.

When should I 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



Frequently asked questions

What should I do with my Tracker registration document?

When you receive your registration document, check all your personal and vehicle details are correct. If you need to make any amendments please call our Customer Service team on 0808 509 0909. Please keep this document in a safe place; never keep it in your vehicle.

Can I order replacement driver tags?

You should receive two driver tags as standard with your Battery Powered Monitor product.

A maximum of 2 additional driver tags are available to order, there will be a charge for these additional tags.

Contact our Technical Support Team on: 0808 5090909 to purchase additional driver tags.

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' provided the system is in VHF coverage.

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 should I 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

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 the Tracker service.

Will my Tracker system work in Europe?

Tracking coverage is available throughout the UK, France, Spain, Poland, Italy and Benelux regions.

Do you offer Theft Recovery Service in Europe?

No, this service is only available in mainland Great Britain.

Selling your vehicle?

If you sell, transfer or dispose of your vehicle, contact our Customer Service team to let us know.

New Vehicle Owner

The Tracker device stays with the original vehicle for its lifetime, we cannot transfer the device from vehicle to vehicle.

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

Contact Tracker: 0808 5090909

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