



WELCOME to TRACKER
Stolen Vehicle Recovery





Welcome to total peace of mind.

Now you can happily leave your vehicle knowing that with TRACKER hidden inside, the police will be guided straight to it, should it ever be stolen.

There are just three things we ask you to do now:

- » Keep the TRACKER membership card with you at all times so you can contact us in the event that your vehicle is stolen.
- » When you receive your TRACKER Registration Document, keep it in this pack.
- » Relax – your vehicle is covered in the event of theft.

We hope you never experience theft, but if you do, you'll be delighted you made the decision to have TRACKER fitted.



If you require additional information regarding your TRACKER system, please contact our Customer Service Team on:

01895 811 989 or go to
www.TRACKER.co.uk

Welcome to total peace of mind



What should I do If my vehicle is stolen?

- » The first thing you must do is call the police to report the theft.
- » When reporting the theft ensure you obtain the Crime Reference Number from the police.
- » Once you have reported the theft, call the TRACKER 24 hour Control Room on: **0800 911 900**.

» **If you are reporting the theft from Europe**

Please report the theft of your vehicle to the local police authorities and then call TRACKER Network on **+44 (0) 1895 234 567**.

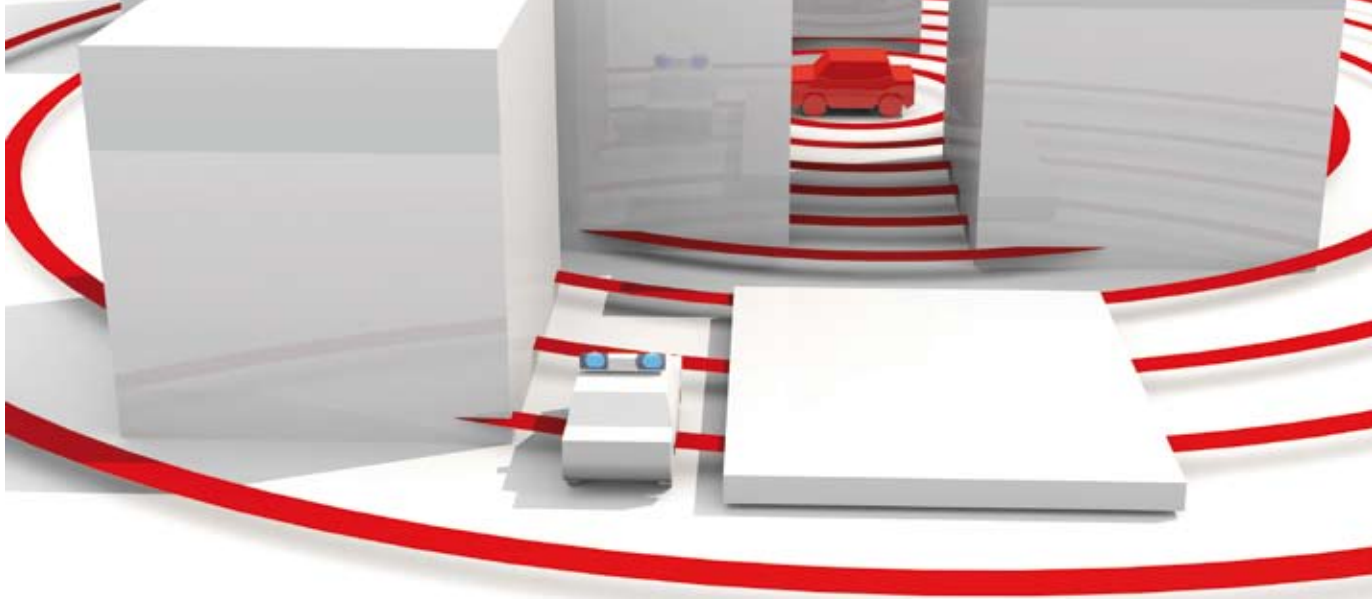
Depending on the type of TRACKER unit you have installed, it will provide partial or full European coverage. If you would like more information on European coverage, please go to www.TRACKER.co.uk or call **01895 811 989**.

» Please ensure that you have the following information to hand before calling TRACKER:

1. Vehicle Registration Number
2. Your TRACKER Vehicle Location Unit number (VLU).
This appears on the reverse of your membership card.
3. Crime Reference Number.

» On confirmation of the theft details the TRACKER unit in your vehicle will be activated. Once your vehicle has been located by the police, TRACKER will arrange for a uniformed guard to stay with the vehicle until the recovery company arrive to pick it up and return to you anywhere in mainland Great Britain.





How it all works

**With a TRACKER unit installed,
your vehicle is in safe hands**

- » TRACKER systems 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 being transported in a van or is hidden in a garage or shipping container. In addition to this, TRACKER Horizon also utilises Global Positioning System (GPS) and TRACKER Locate has the further addition of Global System for Mobile Communications (GSM).

» TRACKER Monitor

TRACKER Monitor operates using VHF technology. In the event of theft where the vehicle is moved without the ignition turned on, the motion sensor will alert TRACKER who will in turn notify you.

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

» TRACKER Horizon

TRACKER Horizon has all the functionality of TRACKER Monitor with the added benefit of using Global Positioning System (GPS).

- The benefit of this dual technology allows TRACKER's Control Room to establish the geographical location of the stolen vehicle on computer-based mapping, using GPS positioning information.
- Information about the vehicle's location and direction is relayed to the appropriate police force.
- Should the vehicle at any time lose the GPS positioning, TRACKER's proven VHF technology will be used by the police to locate the stolen vehicle to its exact location, even if it is hidden in a shipping container or an underground car park.

» TRACKER Locate

TRACKER Locate has all the functionality of TRACKER Horizon with the addition of Global System for Mobile communications (GSM). This not only provides a second communication channel and full European coverage, but also provides a third method of location.

There has recently been an increase in the theft of vehicles where GPS/GSM jammers are used. These devices can be used to block the signal between the vehicle and satellites in the sky. They can also be used to block the signal between the vehicle and the mobile network. In either case, no vehicle location information will be available.

To combat this problem, TRACKER Locate includes intelligent GPS/GSM/VHF signal jamming detection, specifically designed for the stolen vehicle recovery market. This not only provides an alert to warn of possible interference, but also applies jamming countermeasures to maintain communication.

TRACKER Locate is a robust solution to 'jamming' and offers:

- Three means of location - VHF, GPS and GSM.
- Two means of communication - VHF and GSM.

If you require further information about any of the TRACKER products, please contact our Customer Service Team on 01895 811 989.

Important information

TRACKER Monitor, TRACKER Horizon & TRACKER Locate

» **The tracking element of your TRACKER Monitor, TRACKER Horizon and TRACKER Locate unit is operational with immediate effect. However the movement sensor only becomes active 2 hours after installation.**

» Battery backup

Your TRACKER unit is fitted with a non-rechargeable back up battery. This design feature allows the unit to continue to operate even if the main vehicle battery is disconnected, which maximises the security of the product. This feature allows the unit to operate unassisted for up to one month.

However, it must be recognised that the unit will draw power from this back up battery whenever the main supply is disconnected, for example, under theft conditions or during a vehicle service.

The back up battery life will be reduced by the duration of the supply disconnection.

Please ensure that your vehicle battery is always kept charged. Whenever you have work done on your vehicle, you should advise the dealer that if battery disconnection is required, then this time should be kept to a minimum. Remember, the unit will work indefinitely when the main vehicle supply is present. If the non-rechargeable back-up battery becomes flat and needs replacing, a chargeable service call will be required.



When you sell **your vehicle**

» Transfer of ownership

If you sell, transfer or dispose of your vehicle, complete the tear-off section at the bottom of your TRACKER Registration Document and post it to TRACKER Network.

The TRACKER unit is **NOT** transferable from vehicle to vehicle.

The TRACKER unit stays with the original vehicle for its lifetime, however, the TRACKER unit may enhance the resale value of the vehicle. When the vehicle is sold, the new owner can register with TRACKER by paying a small registration fee and a TRACKER subscription.

To arrange the transfer of ownership, the new owner simply contacts 'TRACKER Transfers' on

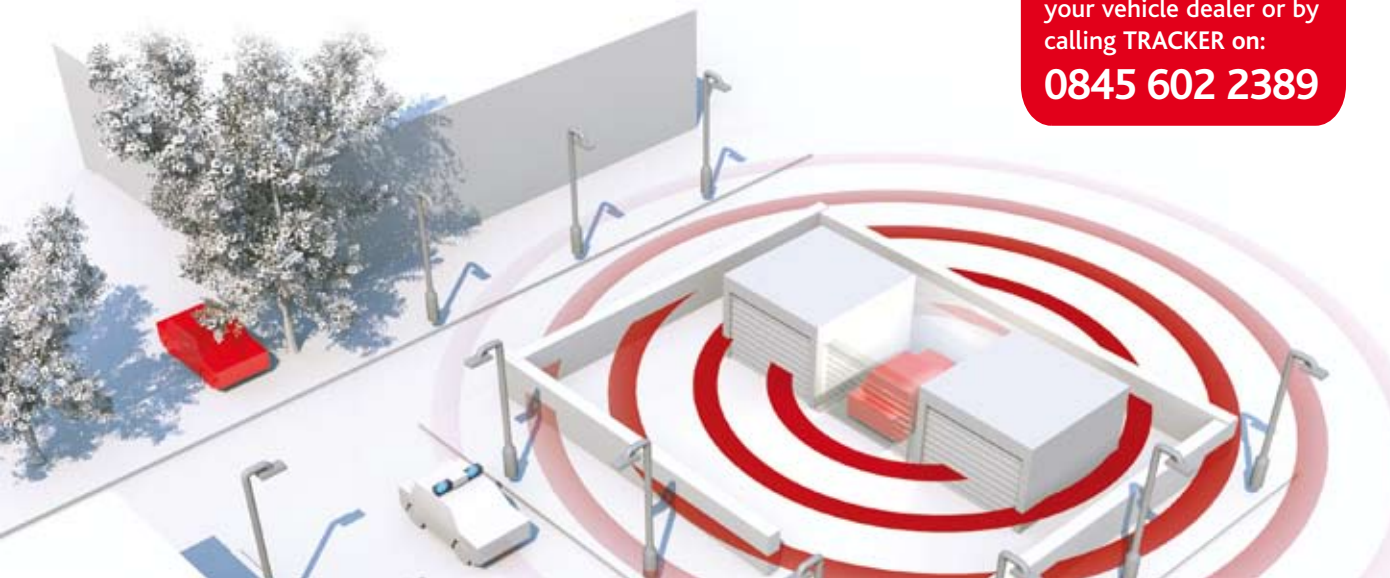
01895 455 774

DON'T FORGET!

As the TRACKER unit is not transferable from your existing vehicle to your new one, make sure that you continue to have total peace of mind by purchasing and fitting a TRACKER system to your new vehicle. For details of our customer loyalty scheme, see overleaf.

This can be arranged by your vehicle dealer or by calling TRACKER on:

0845 602 2389

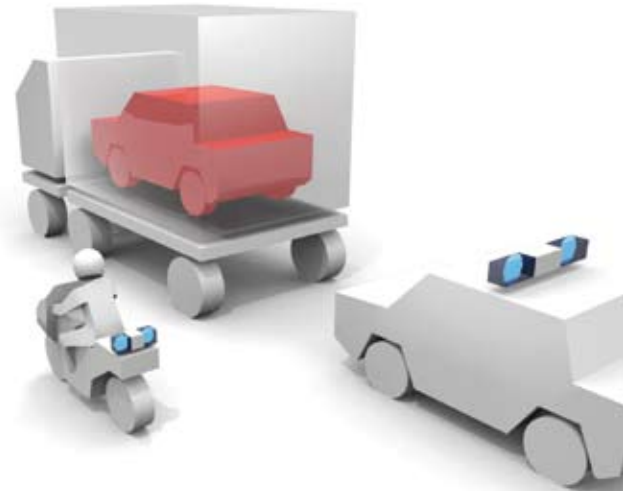


We want to keep you coming back for more...for less

As a valued TRACKER customer we would like to make sure that we continue to protect your car year after year after year.

You have shown your trust in TRACKER by fitting one of our stolen vehicle recovery systems to your car and we would like to repay this trust by ensuring that we protect your pride and joy for years to come...even when you decide to change your car.

Read on to find out how you can take advantage of this fantastic offer...



- » When you choose to replace your car, TRACKER will supply you with a brand new TRACKER Monitor unit. All you need to do is pay **£99 inc. VAT** for the cost of installation, plus the cost of your chosen subscription option.
- » The installation will be carried out by one of our qualified and professional accredited technicians.

It gets even better...

- » If you are part way through your annual subscription when you replace your car, TRACKER will transfer the remaining months to your new TRACKER unit until your renewal date, at which point you have the option of continuing to pay for an annual subscription or opt for the one-off duration of ownership subscription. **(Please note we can only transfer the subscription for those customers currently paying an annual subscription, those who have previously paid a one-off duration of ownership subscription will need to purchase a new subscription.)**

So why should you **continue using TRACKER**?

With TRACKER fitted to your car, the chance of getting your car back fast and with less chance of damage is much improved.

Avoid all the hassle and inconvenience caused should the unthinkable happen to you:

- Inconvenience of being without your car for a long period of time
- Cost of hiring a replacement car
- Having to pay out on your insurance policy excess
- Having to rely on the insurance company to pay out if the car is not recovered
- Not getting the full value of your car

With over **£420million** worth of stolen vehicles recovered back to their rightful owners, you know it makes sense to protect your car with TRACKER.

So, don't forget, when it's time to change your car, make TRACKER your first choice.

Call TRACKER on **0845 602 2389** for more information





Frequently asked questions

What should I do with my TRACKER Registration Document?

When you receive the document, check the accuracy of all details and notify TRACKER immediately if you need to make amendments by calling 01895 811 989. Then keep it in your Welcome Pack box - but remember not to leave this with your vehicle.

How can I transport my vehicle without triggering the TRACKER unit?

If you know that there will be a situation whereby your vehicle could generate a false movement alert, please call the TRACKER Control Desk on: **0800 911 900**. TRACKER can then suspend all or part of the TRACKER service for an agreed duration.

How do I know my TRACKER system is working?

The installer will have tested your TRACKER unit at the time of installation.

You can request an audit at any time (for current costs please call our Technical Support Team on

01895 455 777). Your TRACKER unit can be tested at your home or place of work providing there is a suitable sheltered area to work on the vehicle. If no suitable area is available, alternative arrangements can be made.

When should I have my TRACKER re-tested?

The unit should be tested:

- After the vehicle has been repaired following an accident
- Following major alterations, particularly to the electrical system
- After theft recovery

Please note, there is a small charge for retesting the unit.

For more information contact our Technical Support Team on:

01895 455 777

Will my vehicle require TRACKER identification stickers?

No. A major security feature of the system is that the presence of the TRACKER unit is not disclosed to the thief. In fact, identification stickers are an encouragement to thieves to damage the vehicle, as they may hurriedly attempt to locate the unit. For this reason we also strongly advise that you use your discretion when notifying others that your vehicle has TRACKER fitted. We do provide stickers for placement on your V5 and service book, but items should not be kept in your vehicle.

What happens if I change my vehicle registration number to a personalised number plate?

You should immediately advise TRACKER Customer Services of any changes to your vehicle or personal details – just call **01895 811 989**.

Can my TRACKER system be transferred from one vehicle to another?

No. For security reasons and avoidance of any possible false alarms, the TRACKER unit stays with the original vehicle for its lifetime. When you sell your vehicle, the new owner can benefit from the TRACKER unit once he or she has registered with TRACKER Network and paid the Network Subscription and registration fee.

Please note: the TRACKER Network Subscription is non-transferable to the new vehicle owner.

You can also take advantage of our Customer Loyalty Scheme. When you replace your car, TRACKER will supply you with a brand new TRACKER Monitor Unit. All you need to do is pay £99 inc. VAT for the cost of the installation, plus the cost of your chosen subscription option. See page 10 for more information or call the TRACKER Team on **0845 602 2389**.

Will my TRACKER system work in Europe?

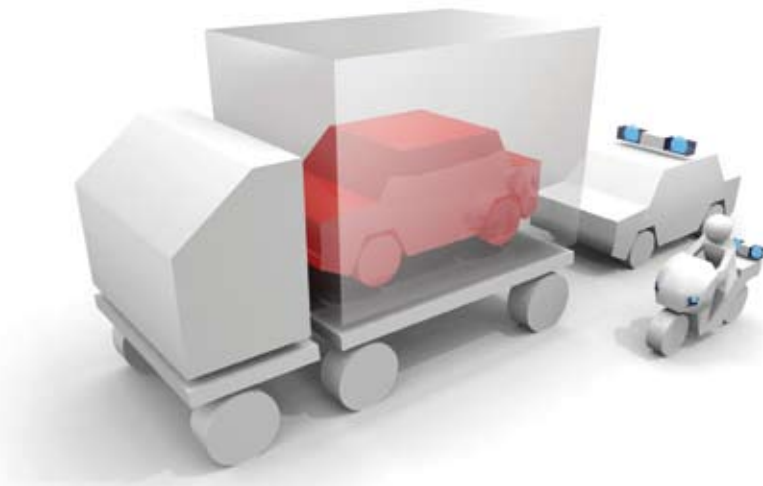
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What is the Guard and Recover Service?

Once your vehicle has been located, TRACKER will arrange for a uniformed guard to stay with the vehicle until the recovery company arrive to pick it up and return it to you anywhere in mainland Great Britain. Terms and conditions apply, please see the enclosed leaflet.

Do you offer the Guard and Recover Service in Europe?

No. This service is only available in mainland Great Britain.



Frequently asked questions

How do I renew my TRACKER subscription?

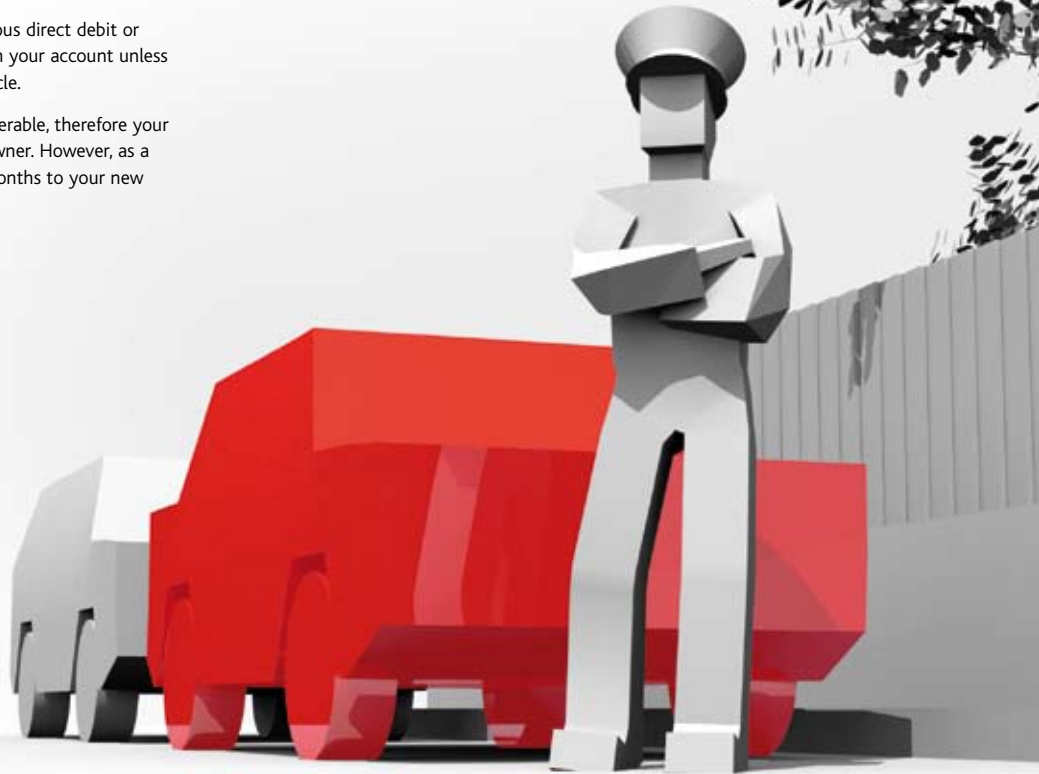
If you have opted to pay the Annual Subscription by continuous direct debit or credit card, subsequent annual payments will be debited from your account unless you notify us of cancellation or that you have sold your vehicle.

Please note: the TRACKER Network Subscription is non-transferable, therefore your subscription cannot be transferred over to the new vehicle owner. However, as a valued TRACKER customer, you can transfer the remaining months to your new TRACKER unit.

What happens to my TRACKER unit 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 on **0800 911 900** prior to disconnecting your vehicle battery to avoid any false alerts.

If the vehicle battery is disconnected TRACKER's non-rechargeable backup battery will operate unassisted for a month. After this time, the non-rechargeable backup battery will go flat and a chargeable service call will apply.





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