

Welcome to
TRACKER





Welcome to

total peace of mind

Now you can happily leave your plant 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:

1. Keep the TRACKER membership card with you at all times so you can contact us in the event that your plant is stolen;
2. When you receive your TRACKER Registration Document, keep it in this pack;
3. Relax – your plant 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**



What to do if your plant 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 plant 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.** Plant Identification Number;
- 2.** Your TRACKER Vehicle Location Unit (VLU) number. This appears on the reverse of your membership card;
- 3.** Crime Reference Number. On confirmation of the theft the tracking process will begin.

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

TRACKER Plant customers only – please note that information on the stolen item of plant will not be accessible to you whilst the unit is activated.



How it all works

With a TRACKER unit installed, your plant 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 plant even if it is being transported in a van or is hidden in a garage or shipping container.

TRACKER Retrieve

TRACKER Retrieve is a small electronic homing device hidden in your plant equipment. When you report the theft of your plant to the police and TRACKER Network, the unit is activated by TRACKER. The unit then emits a silent signal, which allows computers fitted in police cars and aircraft to track the stolen plant to its exact location.

TRACKER Monitor

TRACKER Monitor operates using VHF technology. In the event of theft where the plant 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 stolen plant to its exact location.

TRACKER Plant

TRACKER Plant is based on a combination of Global Positioning Systems (GPS) and Global Systems for Mobile Communication (GSM), but with the added benefit of TRACKER's successful and proven Very High Frequency (VHF) radio technology.

Using a combination of GPS and GSM technology, TRACKER Plant automatically reports real time information about your plant at defined time intervals. This information will make a huge difference to everyday decision making and the rewards will become apparent immediately.

The format of the reports is designed to be clear and easy to read so you'll know exactly what you're looking at and as these reports can be viewed daily, or sent weekly, they'll save you time in other ways too as job costing and plant servicing will be so much easier.

TRACKER **Plant**

how to get started

It's quick and easy to get going...

1. To obtain your log on details email TRACKER Technical Support at technical.support@TRACKER.co.uk or call **01895 455777**.
2. Log on to www.TRACKER.co.uk enter your user name and password.

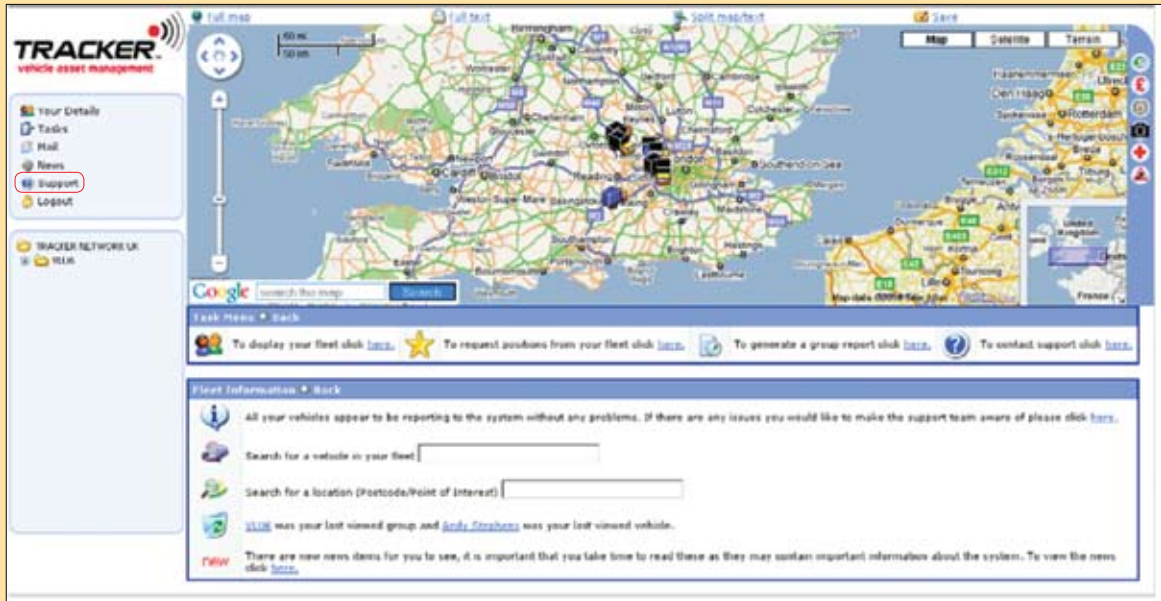
You are ready to go!



The image shows a screenshot of a login form titled "Fleet Customer Login". The form has a red header with the title in white. Below the header, there are two input fields: the first is labeled "USERNAME" and the second is a password field with seven dots. Below the password field is a "Login" button with a grey gradient and rounded corners.

Screen Layout

Now that you have successfully logged in, you should be able to view the map on the top half of your screen. If you are unable to see the map software, please contact your IT department or our Technical Support Team on **01895 455777**.



Click on '**support**' and download the User Manual. Select the chapter entitled 'TRACKER Plant'.

Take some time to familiarise yourself with the system and refer to the online User Guide to assist you. Training is available, please email producttraining@TRACKER.co.uk for more details.

Keeping you in the driving seat

TRACKER Plant puts all the information you need about your plant at your fingertips providing you with better controls to do better business.

Individual and Group Reports

Reports include individual and group plant reports, enabling you to group together items of plant and manage them accordingly.

Delivered to you by email

A weekly emailed report will enable you to review the use of your plant, check the engine running hours of each piece of plant against its contracted usage allowance, and verify its location and its movement throughout the period.

Service Interval Tracking

By configuring servicing intervals for each item of plant you are alerted when servicing is due – ensuring that the life of your plant is prolonged.

Running Hours

Equipment fitted with TRACKER Plant will record engine running hours allowing you to check its use on a regular basis. Where a piece of plant has exceeded the engine running hours that you have pre-set this information will be highlighted on the reports.

Geofencing

You may need to manage the location in which you wish your plant to be operated. TRACKER Plant allows you to set a location radius within which the plant can move freely. If the plant is moved outside of this location you will be alerted by pop-up message, email and SMS (optional).


Reports

TRACKER Plant generates a range of reports that will help you with the management and control of your plant fleet.

TRACKER Plant – Fleet Summary Report

TRACKER Plant Management System

Plant Fleet Summary Report



Fleet Information ACME Plant Hire Ltd
Week Starting 24 th March 2010

Fleet	Total Plant	Avg First Start Time (HH:MM)	Avg Last Stop Time (HH:MM)	Avg Running Hours	Avg Exceeded Running Hours	Service Required
ACME 1	1	07:47	16:36	8	0	0
ACME 2	2	09:09	17:19	14	4	1
ACME 3	0	No fleet vehicles to report on				
ACME 4	2	08:28	16:58	11	4	1

Sample report only

Fleet Summary Report

Provides an overview of plant activity at fleet level;

- Identify average running hours;
- Identify average exceeded running hours;
- Analyse fleet size;
- Identify plant requiring servicing.

TRACKER Plant – Group Summary Report

TRACKER Plant Management System

Plant Group Summary Report



Fleet Information

ACME Plant Hire Ltd.

Company Information

A. Customer Ltd.

Week Starting

28th March 2010

Plant Registration	Vin	Plant Fleet Name	Avg First Start Time (HH:MM)	Avg Last Stop Time (HH:MM)	Total Running Hours	Exceeded Running Hours	Service Interval
XY2001	113456	ACME 1	07:47	16:36	8	0	100%
XY2002	1134567	ACME 2	00:00	00:00	0	0	13%
XY2003	n/a	ACME 3	07:39	17:13	12	12	100%
XY2004	n/a	ACME 4	09:09	17:19	10	4	5%

Sample report only

Group Summary Report

Offers in depth information on plant activity to:

- Measure hours of activity to plan servicing effectively;
- Highlight items of plant approaching or exceeding their required service interval;
- Track patterns in working times and hours to better understand customer needs.

TRACKER Plant – Vehicle Summary Report

TRACKER Plant Management System

Plant Vehicle Summary Report



Fleet Information
Company Information
Week Starting
Plant Registration
Plant Fleet Name

ACME Plant Hire Ltd.
A Customer Ltd.
24th March 2010
XY2001
ACME 1

Day	First Start Time	Last Stop Time	Running Hours
Monday	07:23	17:48	01:29
Tuesday	07:43	17:24	00:55
Wednesday	00:00	00:00	00:00
Thursday	07:34	17:26	01:23
Friday	05:59	18:46	04:10
Saturday	10:13	10:59	00:46
Sunday	14:00	11:33	05:35
Total Running Hours			14:16
Exceeded Running Hours			04:16

Sample report only

Vehicle Summary Report

Report shows the weekly plant activity, indicating first start time, last stop time, engine running hours and exceeded running hours.

- Know the exact running hours of each item of plant each day;
- Identify over-use of plant to ensure correct fees are charged;
- Identify under-use of plant to better manage customer requirements.

TRACKER Plant – Activity Report

Download raw data (if you add .csv this will then open in Excel automatically.)

TRACKER Vehicle Asset Management System

Activity Report



Fleet Information		Vehicle	Star Tracker P6.0		
Group	ASME Plant Site ID	Site	6362708620013613		
Time Period	March 2015	Site			
Time	Location	Speed	Heading	Reason	
Wed 24 Mar 04:40:00	On Centre Rd, 0.45 mi W of Maidenhead, Berkshire (J.1.462)	49 mph	E	Journey start	
Wed 24 Mar 04:42:00	On Bridge Road, 0.01 mi S of Maidenhead, Berkshire (J.1.462)	25 mph	E	Journey timed	
Wed 24 Mar 04:44:00	On Bath Road, 0.43 mi S of Taplow, Berkshire (J.1.461)	38 mph	E	Journey timed	
Wed 24 Mar 04:46:00	On Bath Road, 0.59 mi S of Comers, Berkshire (J.1.461)	32 mph	E	Journey timed	
Wed 24 Mar 04:48:00	On Rd, 0.88 mi N of Stan Wick, Berkshire (J.1.462)	49 mph	E	Journey timed	
Wed 24 Mar 04:50:00	On Rd, 0.28 mi SW of Stan, Berkshire (J.1.462)	38 mph	E	Journey timed	
Wed 24 Mar 04:52:00	On Rd, 0.39 mi W of Stan, Berkshire (J.1.462)	52 mph	SE	Journey timed	
Wed 24 Mar 04:54:00	On London Road, 0.74 mi S of Langley, Berkshire (J.1.461)	23 mph	NW	Journey timed	
Wed 24 Mar 04:56:00	On Station Road, 0.08 mi SW of Langley, Berkshire (J.1.461)	30 mph	N	Journey timed	
Wed 24 Mar 04:58:00	On Langley Park Road, 0.09 mi W of Iwer, Buckinghamshire (J.1.461)	45 mph	E	Journey timed	
Wed 24 Mar 05:00:00	On Iwer Lane, 0.22 mi S of Iwer, Buckinghamshire (J.1.461)	47 mph	E	Journey end	

Sample report only

Activity Report

Shows exact movements of your items of plant updated at five minute intervals, along with journey start and stop times when being used or transported.

- Verify arrival/delivery times;
- Geofence breach alert.

TRACKER Vehicle Asset Management System



Travel Report

Fleet Information

ACME Plant Hire Ltd.

Vehicle

ADME 1

Groups

ACME 1

ESN

036270620810000

Time Period

Fr 19/03/10 00:00:00 - Mon 22/03/10 00:00:00

Shift Pattern

00:00:00 - 23:59:59

Start	Stop	Location At Stop	Distance Travelled	Travel	Stopped
19/03/2010 09:37:49	19/03/2010 09:43:32	On Cuckoo Hill, 8.61 mi W of Pinner, Greater London <i>M45 2BA</i>	1.86 mi	9:06:43	0:02:27
19/03/2010 06:45:59	19/03/2010 07:05:03	0.26 mi S of Cowley, Greater London <i>U89 2HF</i>	7.46 mi	9:18:33	0:08:44
19/03/2010 07:13:44	19/03/2010 07:15:45	At TRACKER Network, 8.35 mi NW of Cowley, Greater London <i>U89 2AD</i>	8.62 mi	9:09:31	4:45:21
19/03/2010 12:02:06	19/03/2010 12:23:57	On Cuckoo Hill, 8.61 mi W of Pinner, Greater London <i>M45 2BA</i>	7.46 mi	9:21:53	0:07:10
19/03/2010 12:31:07	19/03/2010 12:39:02	On Marsh Road, 0.37 mi SE of Pinner, Greater London <i>M45 5NR</i>	1.24 mi	9:04:58	21:33:08
Daily Business Mileage			18.64 mi		
20/03/2010 13:09:57	20/03/2010 13:23:52	On Greenhill Way, 0.33 mi N of Harrow, Greater London <i>M42 7DY</i>	1.86 mi	9:10:58	1:39:54
20/03/2010 12:09:46	20/03/2010 12:13:42	On Marsh Road, 0.37 mi SE of Pinner, Greater London <i>M45 5NR</i>	2.46 mi	9:12:56	1:16:04
20/03/2010 13:32:46	20/03/2010 13:39:48	On Station Approach, 0.10 mi E of Pinner, Greater London <i>M45 5LJ</i>	8.30 mi	9:04:32	0:59:38
20/03/2010 14:36:26	20/03/2010 14:44:31	On Marsh Road, 0.37 mi SE of Pinner, Greater London <i>M45 5NR</i>	8.62 mi	9:08:35	21:42:26
Daily Business Mileage			4.97 mi		
21/03/2010 12:25:56	21/03/2010 12:41:09	0.21 mi NE of Ruislip Common, Greater London <i>M44 7TY</i>	4.35 mi	9:14:12	2:28:42
21/03/2010 15:09:53	21/03/2010 15:22:52	On Marsh Road, 0.37 mi SE of Pinner, Greater London <i>M45 5NR</i>	3.73 mi	9:13:30	n/a
Daily Business Mileage			8.08 mi		
Business Totals			31.60 mi	1:56:43	5:41:02

Sample report only

Travel Report

The Travel Reports combine data collected automatically on start, stop, location and mileage into a report detailing journeys taken over a specified period. This is useful specifically for when the plant is being transported.



Important information

The tracking element of your TRACKER unit is operational with immediate effect. However, the movement sensor for TRACKER Monitor only becomes active two 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 plant 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 service. The back up battery life will be reduced by the duration of the supply disconnection. Please ensure that your plant battery is always kept charged.

Whenever you have work done on your plant equipment, 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 plant supply is present. If the non rechargeable back-up battery becomes flat and needs replacing, a chargeable service call will be required.



What to do when you sell your plant

Transfer of ownership

If you sell, transfer or dispose of your plant, 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 plant to plant.

The TRACKER unit stays with the original plant for its lifetime, however, the TRACKER unit may enhance the resale value of the plant. When the plant 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 plant 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 plant.

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 plant.

How can I transport my plant without triggering the TRACKER Monitor unit?

If you know that there will be a situation whereby your item of plant 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 unit at the time of installation. You can request an audit at any time. Your TRACKER unit can be tested providing there is a suitable sheltered area to work on the item of plant. 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 plant has been repaired;
- Following major alterations, particularly to the electrical system;
- After theft recovery.

Please note: there is a small charge for re-testing the unit.

Will my plant 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 plant, 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 plant has TRACKER fitted.

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

No. For security reasons and avoidance of any possible false alarms, the TRACKER unit stays with the original plant for its lifetime. When you sell your plant, 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 owner.

Will my TRACKER system work in Europe?

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**.

What is the Guard and Recover Service?

Once your plant has been located, TRACKER will arrange for a uniformed guard to stay with the plant 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). This service is only available in mainland Great Britain.

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 plant.

What happens to my TRACKER Retrieve or TRACKER Monitor unit if my plant battery is disconnected?

If your plant 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 plant battery to avoid any false alerts.

How long will my TRACKER unit backup battery last if disconnected?

If the plant 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.

