

# Welcome to TRACKER

Protection for your Caravan



**TRACKER Caravan Protection**



IN PARTNERSHIP WITH





# Total Peace Of Mind

Your caravan has been fitted with a TRACKER Monitor and Caravan Alarm. Now you can happily leave your caravan 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 of theft.

**2.**

When you receive your TRACKER Registration Document, keep it in a safe place.

**3.**

**Relax** – your caravan 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 a TRACKER unit fitted.

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

**@ [help@tracker.co.uk](mailto:help@tracker.co.uk)** or call  
**📞 0808 509 0909** or go to  
**🌐 [tracker.co.uk](http://tracker.co.uk)**

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## What should I do in the event of a theft?

**1.**

The first thing you must do is call the police to report the theft.\*

**2.**

When reporting the theft, ensure you obtain the Crime Reference Number from the police.

**3.**

Once you have reported the theft, call the TRACKER 24-hour Control Room on:

**0800 911 900**

\*NB. Normally you would have already been contacted by TRACKER to confirm that there has been a theft. If a theft has taken place, then please follow this procedure.





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

Please report the theft of your caravan to the local police authorities and then call TRACKER Network on:

 **+44 (0) 808 509 0909**

TRACKER Monitor provides partial European cover. If you would like more information on European coverage, please contact us on:

 **0808 509 0909** or go to  **tracker.co.uk**

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

- 1. Vehicle Identification 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 will be activated. Once the police have located your caravan, TRACKER will arrange for a uniformed guard to stay with the caravan until the recovery company arrives to pick it up and return it to you anywhere in mainland Great Britain\*.

\*Terms and conditions apply.



# With TRACKER installed, your caravan will be in safe hands

Your caravan has been fitted with a TRACKER Monitor and Caravan Alarm.

Using Very High Frequency (VHF) technology, in the TRACKER Monitor unit, the police can track the stolen caravan even if it's being transported or hidden in a lock-up or a shipping container.

The Caravan Alarm system detects external caravan movement such as shaking and tilting, lifting and towing. Internal movement is detected by a Passive Infrared Sensor (PIR).

## Operating Instructions

The TRACKER Caravan system is a dual security device combining alarm protection and TRACKER Monitor stolen caravan recovery.

The TRACKER Monitor unit, detects caravan motion. If the TRACKER Monitor system is triggered, TRACKER will be alerted. TRACKER will call you and, if there has been a theft, start the recovery process.

The alarm system, once armed via the remote control, detects (a) external caravan movement such as lifting, tilting, towing and (b) movement inside the caravan via the PIR.

If the alarm is triggered, the siren will sound.

The Caravan Alarm system requires a setting period of 2 minutes before becoming fully operational.

Should the alarm not be armed or not be operational at any point (e.g. as the result of a flat remote control battery), the TRACKER Monitor unit will still continue to operate for

tracking and recovery purposes but no alarm will sound.

## To Arm

Press the button on the remote control once and the siren will beep twice. After 45 seconds the alarm will be armed.

The siren will be triggered if the caravan is towed, moved or tilted and lifted onto the back of a trailer.

The siren will sound for five minutes unless stopped by the user.

The siren can also be triggered by the PIR.

To avoid false alarms, the PIR requires a setting period of 60 seconds without movement before it is able to detect illegal movement, detecting a change in the heat pattern in its detection zone (e.g. people, animals, draughts).

## To Disarm

Press the button on the remote control once. The siren will beep once and the alarm will disarm. If already sounding, the siren will be silenced.

The alarm is supplied with one PIR and two remote control units. Additional units may be ordered from your Bailey retailer.

## Winter Storage

Before storing the caravan for winter, please ensure the leisure battery is fully charged. Dependant on the battery's capacity and age, it will require recharging at intervals of between three and six months.



## When you sell your caravan

### Transfer of ownership

If you sell, transfer or dispose of your caravan, 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 caravan to caravan. The TRACKER unit stays with the original caravan for its lifetime. However, when the caravan is sold, the new owner can register with TRACKER by paying a small registration fee and a TRACKER Network Subscription.

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

 **0808 509 0909**



**Don't  
forget**

As the TRACKER unit is not transferable from your existing caravan to your new one, make sure you continue to have total peace of mind by purchasing and fitting a TRACKER unit to your new caravan or any other vehicles.

This can be arranged by your retailer or by calling TRACKER on:  
**0808 509 0909**

# Frequently asked questions

## TRACKER Monitor

### **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 **0808 509 0909**. We advise you keep the document in a safe place, but remember not to leave it in your caravan.

### **Will my caravan 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 caravan, 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 caravan has TRACKER fitted.

### **Can my TRACKER Caravan system be transferred from one caravan to another?**

No. For security reasons the TRACKER unit stays with the original caravan for its lifetime. When you sell your caravan, 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, so your subscription cannot be transferred over to the new caravan owner.*

### **Does my TRACKER unit require a subscription?**

Yes. Customers are required to have a live subscription to be covered by TRACKER.

Please contact the Subscriptions Team on **0808 509 0909** for more information.

### **Will my TRACKER system work in Europe?**

TRACKER Monitor provides partial European coverage. Please visit our website at **tracker.co.uk** or call **0808 509 0909** for more information.

### **What is the Guard and Recover Service?**

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

### **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 caravan.

*Please note: The TRACKER Network Subscription is non-transferable, so your subscription cannot be transferred over to the new caravan owner.*

### **What happens to my TRACKER unit if my caravan battery is disconnected?**

The alarm part of the TRACKER Caravan system is powered from the leisure battery so it will not operate if the leisure battery is disconnected. The TRACKER Monitor system has its own external 12 volt supply that will last up to 6 months with the leisure battery disconnected but it is advisable to keep the leisure battery connected and charged at all times.

### **Will my TRACKER Caravan system need servicing?**

The Thatcham insurance body requires all Thatcham approved products to be serviced every 3-5 years. This can be arranged by calling **0808 509 0909**.





# Frequently asked questions

## Caravan Alarm

**My caravan is in secure storage on a farm/compound. Do I need to check my leisure battery?**

For the alarm to function, you must check the charge of your battery and recharge if necessary. This will depend on your leisure battery's capacity, age and state of charge. This will be required at intervals of between three to six months.

**Can I have a second PIR fitted?**

Yes, you can have any number of PIRs fitted. They will need to be programmed to your alarm, please refer to your Bailey retailer.

**Does the PIR cause the TRACKER system to go off?**

No, the PIR will only make the siren sound. It will NOT trigger the TRACKER system.

**The PIR has a red light on it, can I switch it off?**

No, the warning LED indicates that the unit is working and cannot be switched off.

The PIR is permanently active as indicated by the periodic flashing of the red LED. However, the alarm will only trigger if it is in the armed state.

**I keep dogs in my caravan and the alarm keeps going off, can I switch off the PIR?**

No, this is not a feature of the system. The PIR will always be working if you have armed the alarm.

**The PIR is making a funny noise. Why?**

The PIR has a low battery warning tone. If this is sounding, the batteries require replacement.

**What battery is in the PIR and where can I get one?**

It uses 2 x AAA batteries. These are commercially available.

**I pressed the remote control button and nothing happened. Why?**

Did the small red light on the remote control illuminate? If not try changing this battery with a GP23A type battery.

Have you got your leisure battery connected and charged? If not, charge

the leisure battery for over 24 hours.

**What battery do I need for the remote control?**

A GP23A type battery. These are commercially available.

**I think I have lost my remote control. What can I do?**

You need to go to your Bailey retailer to purchase a replacement remote control. The retailer will de-program your old remote from the alarm (it will then not work again) and at the same time re-program the alarm to the new, replacement remote control.

**I only have one remote control. Can I obtain more?**

Yes, your Bailey retailer will be able to sell you additional remotes and program the system for them. Up to 5 remotes can be programmed to the system.







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