

USER GUIDE

Thank you for choosing Swiftrak.

This user guide will assist you to gain an understanding of how to use the Swiftrak system. However, should you require further clarification, please email support@swiftrak.co.uk or call Customer Services on **0845 163 7999**.

Please refer to the Terms and Conditions on the Swiftrak website www.swiftrak.co.uk which sets out the legal terms between you and Swiftrak Ltd.

Swiftrak is an insurance and Thatcham approved security product and meets The British Insurance Industry's Quality Accreditation Process.

Using the latest global positioning, mobile phone and motion sensing technology, implanted deep in the heart of your vehicle Swiftrak is committed to helping in the recovery of your stolen vehicle.

Swiftrak protects you in two ways:

Proactively

By recognizing unauthorised or illegal movement of your vehicle via its motion sensing technology, Swiftrak will automatically transmit a silent theft alert to the Control Centre in the following situations:



TOW-AWAY ALERT

Activated when the vehicle is lifted or towed away.



TAMPER ALERT

Activated when the system wiring is cut, or the vehicle battery is disconnected or discharged.

Reactively



Once you've confirmed and notified us of a vehicle theft, The Swiftrak Control Centre will activate live track and will work directly with the Police to locate and recover your vehicle.

Please note: If an attempt is made to move the vehicle without the ignition key, either by towing or on a transporter, the unit will alert the Swiftrak Control Centre automatically. We will then contact you, or one of your nominated contacts, to verify if the movement was authorised. If unauthorised, either you or your nominated contact, will need to contact the

Police to obtain a Crime reference number as detailed below.

On receipt of a tamper alert, we will attempt to contact you or one of your nominated contacts using the telephone number(s) you supplied at the time of registration. We will not contact the Police until we have spoken to you or one of your nominated contacts. This is to comply with Police procedures so that we do not waste Police time with false alerts. Once we have confirmed the theft with you, we will commence our Stolen Vehicle Recovery procedure as detailed below.

STOLEN VEHICLE PROCEDURE

What to do if your vehicle is stolen

If you discover that your vehicle has been stolen, **YOU MUST;**

1. **Contact the Police immediately** to report the theft and obtain your Crime Reference number.
2. **Call the Swiftrak Control Centre on 0871 2221233**. This number is available 24 hours a day, 365 days a year.

When you call the Swiftrak Control Centre, one of our advisers will verify your security details and explain the Stolen Vehicle Recovery procedure. We will immediately start tracking your vehicle to establish its exact location.

The Swiftrak Control Centre will then liaise with the relevant Police Force to seek to recover your vehicle.

Motion Sensor

If you are planning to transport your vehicle by ferry, train or transporter, please advise the Swiftrak Control Centre on **0871 2221233**, as the motion of the vehicle could lead the sensor on your car to believe it is being removed without authority. You may be responsible for any costs involved if you fail to notify the Swiftrak Control Centre.

False Alerts

To avoid un-necessary false alerts, please ask the Swiftrak Control Centre to set your system to Transport Mode if the vehicle is to be lifted or towed, or Garage Mode if the vehicle battery is to be disconnected.



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Subscription Packages

You have already selected a subscription package for the Swiftrak system and these details are confirmed in your welcome letter. We will contact you towards the end of the subscription period to arrange renewal. Find out more and visit the Swiftrak website on www.swiftrak.co.uk/renewals to renew your subscription or to set up a direct debit, or call the Direct Sales Team on **0845 163 7999**.

Damage Check

If you are involved in an accident or if your vehicle battery has been disconnected for any reason, you must call Swiftrak Customer Service to enable us to test the system to ensure that it is functioning correctly.

Warranty

All Swiftrak systems include a comprehensive parts and labour warranty as outlined in the terms and conditions section of the Swiftrak website www.swiftrak.co.uk

Insurance Benefits

Swiftrak will:

- Ensure that you can obtain competitive insurance cover on high value and high performance vehicles.
- Enable you to obtain a discount on your insurance premium for most vehicles.

Change of Details

Should any of your personal details change, please email support@swiftrak.co.uk or call Customer Services on **0845 163 7999** and inform us of the changes, for example:

- You have changed your telephone number.
- You have changed your email address.
- You have changed the registration number on your vehicle.
- You are selling, or have sold, your vehicle.
- You are moving, or have moved, house.
- You are a new owner who has bought a pre-owned vehicle already fitted with Swiftrak and need to register with us.

Failure to do so could negatively affect the recovery of your vehicle in the event of a theft.

European Tracking

Swiftrak European tracking operates in the following countries:

Andorra	France	Luxembourg	Slovakia
Belgium	Greece	Monaco	Slovenia
Bulgaria	Croatia	Netherlands	South Africa
Czech Republic	Hungary	Norway	Switzerland
Denmark	Ireland	Poland	Finland
Germany	Italy	Portugal	Sweden
Spain	Latvia	Romania	Turkey
Estonia	Liechtenstein	Russia	UK
	Lithuania	Serbia	Ukraine.

IMPORTANT TELEPHONE NUMBERS

Swiftrak 24 hour hotline to report a theft in the UK: **0871 222 1233**
 Swiftrak 24 hour hotline to report a theft in EUROPE: **+44 871222 1233**
 Swiftrak enquiries: **+44 (0)845 163 7999** (normal business hours)

When you sell your vehicle complete with Swiftrak equipment, the new buyer will need to register and subscribe with us to receive the Swiftrak service. So please complete your details on this tear-off card and give it to the new owner.

The new owner should complete the relevant section below and post to:
Swiftrak Ltd, The Quadrangle, The East Wing, Crewe Hall, Cheshire, CW1 6UY.

CHANGE OF DETAILS



Your Details

Name:

Address:

Postcode:

Car Registration No:

I confirm that I have sold my registered vehicle and authorise Swiftrak Ltd to transfer/cancel my subscription for this vehicle.*

Signature:

Date:

*Please remember to cancel your Direct Debit with your Bank or Building Society.

New Owner Details

Name (or dealer name if applicable):

Address:

Postcode:

Telephone No:

Signature:

Date:

*By completing this information you are agreeing that Swiftrak Ltd may contact you with details of how to register for the Swiftrak service.

The new owner should complete the relevant section below and post to: **Swiftrak Ltd, The Quadrangle, The East Wing, Crewe Hall, Cheshire, CW1 6UY.**