

Congratulations on protecting your pride and joy with your Sure-Track asset recovery unit.

Your Sure-Track unit is now activated and is being monitored

This welcome pack is designed to give you all the information you need to ensure you know how your Sure-Track works, what it can do, and what to do should the worst happen and your asset is stolen.

Theft of our valuable possessions is unfortunately a huge problem in modern life, but Sure-Track, having been in the security industry for over 12 years, takes the security of your asset very seriously and is dedicated to ensure you have peace of mind.

When you have a spare moment or two, please have a quick read through your welcome pack. It will help to answer any questions you may have, but if it doesn't, please feel free to call us anytime on 01926 863 630.

Finally, I would like to thank you for choosing Sure-Track as your tracking company and hope we will continue to protect your asset for the foreseeable future.

Yours sincerely

Will Hirons
Managing Director
Sure-Track Europe Ltd

Contents

- 1. Sure-Track Europe Ltd and your MT3**
- 2. The Sure-Track MT3 features**
- 3. What to do in case of theft**
- 4. The role of the bureau**
- 5. Contract renewal and monitoring packages**
- 6. Servicing of your MT3**
- 7. FAQs**
- 8. Glossary of terms**

1. Sure-Track Europe Ltd and your MT3

About Us

Established in January 2002 Sure-Track Europe Ltd have gained significant experience within the GSM/GPRS tracking market, monitoring, selling and recovering tracking devices along with the assets to which they are fitted.

Brief History

In 2007 we became part of the Sure-Track Monitoring Group PLC and our team of experts set about designing and manufacturing our own products and software giving us a total in-house solution which covers hardware, monitoring and finding services.

At the beginning of 2012 following a change in direction by the PLC, Sure-Track Europe separated from the group, but is still managed by the same team who designed, manufactured and established the company back in 2002.

We continue to develop and enhance both our hardware products and monitoring software which allows us to provide our customers with a product and level of service that is unrivalled within the UK.

Quality and Reputation

This has also resulted in a Sure-Track product becoming the first tracking system to achieve the Sold Secure Diamond accreditation for products capable of being tracked throughout Europe, and our latest product range is now Category 7 Thatcham accredited providing extra levels of assurance to our customers about the quality of the products we provide.

More than just a tracking device

Our tracking system has been developed to provide a completely comprehensive asset recovery solution. This solution is represented by three separate things:

1) The Hardware

The Sure-Track unit: Our totally unique covert tracking device is wireless, has a long battery life and can be concealed almost anywhere within any asset. Being virtually undetectable with no wires or antennas to cut or continuous signal to scan makes it an ideal product for use in any mobile asset. The device operates using both/either GSM & GPRS to communicate with the bureau desk and an RF beacon to assist with the precise location of the asset when stolen.

2) The 24 hour monitoring bureau

As the UK's first dedicated tracking bureau we have over 10 years' experience when it comes to monitoring, locating and recovering asset protection devices. With a monitoring service that is tailor-made not only with tracking in mind but the specific products we sell, bespoke software and our thorough understanding of what our customers need, we are able to offer a first class service where customer satisfaction is our ultimate priority.

All of our bureau operators are fully trained specialists in the hardware and software we use and help to keep our procedures and policies up to date with our product and customer needs.

3) The Finder network

We have a network of fully trained specialised finders across the UK who have attended Sure-Track approved training courses. Our finders also have specialist expertise in their own fields with many of them coming from military and police backgrounds. In the event of an asset being stolen we assign a finder who will be dispatched to locate the unit that has alarmed. The finder will handle the entire liaison required between monitoring desk, police and the customer.

2. The Sure-Track MT3 features

Whether your Sure-Track unit is factory-fitted or you've just installed it yourself (please see the user-manual for installation guidance) it is worth knowing a little bit about how your unit works.

General

Your unit uses the mobile phone network by sending and receiving messages much in the same way your mobile phone does. It has the following components which all do specific jobs:

- 1) **The modem** – allows the unit to connect to the mobile phone network.
- 2) **The SIM card** – allows the unit to send/receive SMS messages to and from the bureau.
- 3) **The radio (RF) beacon** – this is how our finders actually locate the unit by detecting the signal emitted by the radio beacon when it is switched on by us.
- 4) **The case (IP67 rated)** – protects all the components within including a seal which makes the unit waterproof up to one metre.
- 5) **Battery pack** – This provides the unit with all of its power internally, allowing it to be wireless and thus portable.
- 6) **Motion sensor** – This can be enabled to tell us if your asset is moving.
- 7) **Base plate** – This is a small detachable plate on the underside of your unit which if removed will tell us if someone is tampering with your unit or if it is being tested prior to installation.

Passive mode

Most of the time, your unit will be in this mode. But what does the unit do when it is in passive mode?

First of all, the unit sends the bureau a **report** of its position every few hours to tell us its approximate location. In the report, the bureau will know how good the mobile phone coverage is, what settings the unit is on and what the battery level is. This allows us to check that everything is ok.

Also, it **wakes** up every few hours to check the network for any instructions we have sent it. We might need to put it in stolen mode, for example, or switch on your motion sensor.

Your unit performs these functions automatically, in the background, until the unit is required or until it needs servicing.

Active mode

In active mode, the unit does everything it would normally do in passive mode with one important difference. In active mode, the unit's **motion sensor** is enabled. This means that if your asset moves, the bureau will receive an alarm from the unit. In turn, the bureau will then notify you immediately by SMS.

To put the unit into active mode or to put the unit into passive mode you will need to contact the bureau on 0330 999 0660.

Stolen mode

In stolen mode, the unit is sent an instruction by the bureau to do several things because we urgently need to communicate with it:

- 1) The reporting cycle is changed so that the unit reports its position every few minutes instead of hours. The same applies to the unit's wake cycle.
- 2) The radio beacon (RF) is switched on so that we can pinpoint the unit's location (once our finder is on site).
- 3) We switch on the motion sensor by default so that if it moves the bureau will be aware of it and where it may be heading.
- 4) The unit is also set to **Over Watch** which means the unit will send an alarm as soon as it reports its position.

Alarms!

In addition to the three modes your unit is capable of sending the bureau alarms on our system to indicate the following events:

- 1) Base Plate Alarm – if your unit's base-plate is removed.
- 2) Motion Alarm – If your asset is moved and your unit's motion sensor is enabled.
- 3) Over Watch – If we need to know as soon as possible where your unit is locating.

When we get an alarm, the bureau will notify you immediately, typically by SMS. Please see the section '**The role of the bureau**' for more information.

3. What to do in case of theft

If you are reading this section it might be that you have discovered that your asset is stolen. No need to panic, all you need to do is call the bureau (0330 999 0660) which will advise you what to do next. In the meantime, please read the rest of this section.

A quick word about how we track your unit

The Sure-Track MT3 uses a two-stage system allowing us to locate your unit:

Stage 1: The unit reports its general position to the bureau using GPRS and GSM. The location we see on our system is a general one such as town or city.

Stage 2: Armed with a radio-frequency detecting tracker 'wand', our finder is able to detect the radio beacon's unique pulse which is emitted from your Sure-Track MT3. Once the finder is close enough to the radio signal the asset will be within visual range.

So, why don't we just use GPS like you see in the movies?

GPS is fantastic and is used worldwide for a lot of different applications. Sadly, GPS systems have a number of flaws which prevents them from being used successfully in asset recovery:

- They tend to be very power hungry. As a result they need to be wired to an external power source making them harder to install and much easier to find and disable by thieves.
- Those GPS devices which are wireless simply don't have batteries that last long enough to cope with the demands put on them in cases of theft.
- They need to 'see the sky' to function properly.
- GPS devices still require a GSM component to report to a mobile phone or a monitoring station.
- Unfortunately, they are much easier to detect using a scanner.

Sure-Track's theft procedure:

1) The first thing and most important thing to do is report the theft of your asset to the bureau immediately by calling us on 0330 999 0660.

2) We will do the following **immediately**:

- Verify your unit serial number and your verbal password
- Confirm your asset details
- Put the unit into **stolen mode** (see section 2 for more information)
- Advise you of the last known general location
- Advise you of the unit's status

3) Once we have done the above we will also advise you:

- To provide us with a suitable email address so we can send you some information about the procedure and a one page form to fill-out online
- To contact the police (if you have not already done so) and report the theft as soon as possible
- To notify the police about your Sure-Track so they can call us
- To nominate someone we can call during the finding process

4) Once you have returned your form to us we will be able to start the finding process for you:

- We will place a trained finder from our national finder network on standby ready to be sent to the correct location
- We will advise you as soon as your unit reports its current location
- We will then update you during the finding process so you always know the current status of your asset and your unit
- The bureau will always be available to you if you need an update about your asset because we appreciate that this is a stressful time

5) At the end of the finding process and once your asset is located, the bureau will contact you:

- To advise you of the asset's location and status
- To confirm that the unit has been taken out of stolen mode to protect your unit's battery
- To advise you how quickly your asset may be recovered

4. The Role of the Bureau



Sure-Track's monitoring station never sleeps. We are here to monitor your unit on a 24 hour basis without exception. But, what is it exactly that the bureau does for you?

Alarms – what do they mean?

When your unit alarms in to the bureau it will be due to three possible causes:

1) Base Plate Alarm

On your unit there is a small detachable plate called a base-plate which is designed to detach from your unit in the event of removal of your unit from its installed location. This sends us an alert that your unit might be being tampered with by someone or that your unit may have come loose. Also, the base-plate can be removed as a quick way of checking your unit is working prior to installation. Either way, we'll notify you so that you are aware of the alarm.

2) Motion Alarm

If your motion sensor is enabled, your asset is moving and in GPRS coverage, we will receive a motion alarm. The sensor works on a timer of a few seconds to determine whether or not the motion detection is genuine before the unit sends a message to the bureau. Again, we will notify you immediately to advise you that your asset is moving.

3) Over Watch Alarm

This type of alarm is much rarer. If we need to know as soon as possible the next time your unit reports its position we will set your unit to Over Watch. When the unit completes its normal scheduled report it will also send us an alarm allowing us to act upon it immediately. This is most commonly used if you have reported your unit stolen.

Notifying you – how, exactly?



If we receive an alarm the bureau will **notify the first contact on our system by an SMS (a text message)**. If we don't receive a response for 20 minutes we will notify the second contact in the same way. Then, if we still don't receive a response 20 minutes later we will notify the third contact.

If there are fewer than three contacts the bureau will simply cycle to the next contact on the list which means if you are the only contact you may end up with up to three alarm notifications over the course of an hour.

What next?

The alarm messages you receive from the bureau will advise you **to call the bureau as soon as possible** on 0330 999 0660 (we have provided a bureau contact card to help you) so we can check your unit is ok:

- If you are installing your unit it is a good idea to let us know so we can record your asset's details and check it is fitted correctly and securely.
- The bureau would like to know as soon as possible if your asset is stolen. The sooner you tell us the faster we can act!
- If it is a false alarm it is a good idea to let us know so we can put your unit on the right settings, save battery power and letting us know also stops us from sending you SMS alerts unnecessarily.
- If we don't receive a response after an hour we will try to delete your alarm, again, to protect your battery from being drained and to prevent any unnecessary SMS alerts.

Sure-Track prides itself on trying to be as flexible as possible, so if you have any issues about how we contact you please call us on 0330 999 0660 and we will discuss with you what the options are.

OK, that covers alarms, but what else?



The bureau will also **contact you** (usually by SMS) about your unit in certain circumstances. Don't be too concerned by the following, they are quite normal, but are worth listing so you know what to expect:

- **Disabled features.** If ever we need to disable your motion sensor or your base-plate (to protect your unit's battery) the bureau will advise you.
- **Failed messages.** On occasion, you may experience poor mobile phone network coverage so if we have sent a message to your unit (to enable your motion sensor, for example) and your unit fails to respond after 24 hours, the bureau will notify all contacts recommending that they contact the bureau to discuss what to do next.
- **Low battery status.** After 2 – 3 years, once the voltage on your unit drops below a certain level, the bureau will notify all contacts that a service is required (please see the servicing section).
- **Long-term failure to report.** Even though poor coverage is usually to blame, the bureau will advise you if your unit has not reported to us for a while and will advise what to do next when you call us.

The following are some of the reasons you might need to **call the bureau**:

- **The motion sensor.** You will need to contact us if you need the motion sensor enabling or disabling. Please note the bureau will action requests immediately. If you know your destination has poor mobile phone coverage it may be useful to phone a couple of hours ahead to ensure it is enabled successfully.
- **Transfer of ownership.** If you have sold your asset or Sure-Track unit it helps us enormously if you are able to advise us so we can update our system for you.
- **Change of address/contacts.** If any of your personal details have changed, let us know and we will update our records for you.
- **Asset change.** You may have removed your Sure-Track unit and installed it on a new asset. If you call us we can update the system with the new details.
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- **Unit health check.** You can contact the bureau literally at any time of the day to check on the status of your unit. If necessary, the bureau can perform a health check to ensure your unit is reporting as it should.
- **Adhesive or base-plate replacement.** Please call us if you need another adhesive or if your base-plate is broken or lost and we will supply you with a replacement.

Other things worth knowing about the bureau:

- **Passwords.** We take data protection and the security of your personal details very seriously. As a consequence, the bureau will ask you for your password before any information can be divulged or any action is taken in respect of alarms or your unit's settings.
- **Supervisor support.** Lastly, if ever you contact the bureau and are still unsure about something and need clarification from a supervisor, we will be more than happy to call you back at any time. Please let us know.

If you receive any SMS alerts from the bureau the 'golden rule' is simple:

If in doubt, call the bureau on 0330 999 0660 and someone will help.

5. Contract renewal and monitoring packages



Renewal

Sure-Track will contact you six weeks prior to your monitoring renewal date asking you whether you would like to renew your contract for the following 12 months.

We will send you a brief letter with an invoice to your home address advising you of the renewal date and your unit serial number. This will give you plenty of time to check your unit's status and whether you have the most appropriate monitoring package to cover your asset.

Monitoring Packages – a quick overview

If you decide you wish to renew then it is worth knowing that we offer additional services as described below. Also, it is important to know that you may downgrade your monitoring contract if you no longer need a certain aspect of the monitoring service.

We can upgrade mid-contract on a pro-rata basis, but we can only downgrade your monitoring contract upon renewal.

Lastly, the services below might already be included in your current monitoring contract with us. If you are in any doubt please contact Sure-Track's renewal department on 01926 863 630.

Important: Every monitoring package includes the following as a minimum:

- Access to our 24/7 monitoring bureau
- All SMS communication costs in relation to your Sure-Track unit
- Access to Sure-Track's national finder network in the event of theft
- UK coverage
- Motion enabling/disabling feature

Additional Services:



Please note that the prices quoted are for 2013

1) European Monitoring – Do you go abroad at all with your asset?

Sure-Track is able to provide two different types of European cover designed to accommodate those who take their assets abroad on holiday and those who are mainly based on the continent:

- 12 weeks holiday cover is an additional £10 + VAT per year
- Full European cover is an additional £36 + VAT per year

2) Full UK Positioning – Do you need to know the general location of your asset(s)?

Ordinarily, you will only need Sure-Track to locate your asset in the event of a theft, but you do have the option to upgrade your contract so you can view positions on the internet as well as being able to contact the bureau to obtain an updated GPRS position.

- UK Positioning costs an additional £30 + VAT per year
- A user login costs an additional £12 + VAT

3) Secure Recover – Do you need our unit swap service and free access to our UK finder network? **Our most popular upgrade**

This important service is split into two parts:

Secure - If and when your battery becomes low or you have a confirmed faulty unit, Sure-Track will provide you with the option of having a replacement unit sent to you as soon as possible to ensure continuous protection of your asset (please see the servicing section).

Recover - If you have reported your asset stolen Sure-Track will be able to locate your asset without your incurring any call-out charges when using our UK finder network. We will despatch one of our trained finders whose task it is to locate and recover your asset (please see the section covering what to do in case of theft). Secure Recover, which applies to the UK only, costs an additional £21 + VAT per year.

4) Multi Network SIM – Do you have poor Orange mobile phone coverage where your asset/unit is stored or located?

Upgrading to this service ensures that your unit will roam onto different networks if the default mobile phone network coverage is poor. Please note you must also have full UK positioning in order to upgrade to a multi network SIM. This service costs and additional £10 + VAT per year.

We appreciate that there is quite a lot of different packages to choose from so if you are unsure about anything please call Sure-Track's renewals department on 01926 863 630.

Termination

If you decide to terminate your monitoring contract for your Sure-Track unit please let us know and we will process it for you. Also, because we are always interested in improving our service we welcome any feedback you are able to give us regarding your decision to terminate your monitoring or regarding any other aspect of the Sure-Track monitoring service.

What does it mean when you advise us to terminate your monitoring? Please read the following which may be worth knowing if you decide you need to reconnect your unit for any reason:

- 1) First of all, we will terminate the SIM card in your unit which unfortunately prevents it from functioning and Sure-Track will credit any invoices regarding renewal.
- 2) Units with terminated SIMs will still use their remaining battery.
- 3) Once a unit's SIM card is terminated we are not able to reconnect it remotely which means if it is stolen we will sadly not be able to recover your asset.
- 4) Even if you terminate your monitoring it is important to know that you still own the hardware and can reconnect your Sure-Track unit at a later date if you need to do so.
- 5) Reconnection of a unit is only possible by having the unit returned to us for a service and a new monitoring contract. We will also charge a reconnection fee.

6) In some cases we might be interested in purchasing your unit back off you. Please call Sure-Track for details on 01926 863 630.

We always recommend you consult our standard terms and conditions regarding your monitoring contract, but if you need any further information, please feel free to contact us.

6. Servicing of your MT3



Eventually, your Sure-Track unit's battery will need to be replaced after approximately 2 - 3 years. The bureau will advise you as soon as your unit's battery level drops below a certain level. This will give you enough time to arrange for a service or a replacement.

Notification

Sure-Track will initially notify all registered contacts by SMS a few weeks before your unit is exhausted of battery life, hopefully providing you with time to have your unit returned to us for servicing. If we don't hear from you for two weeks after the initial notification the bureau will send a final SMS to all registered contacts recommending the unit be serviced as soon as possible.

Standard procedure

Once you contact the bureau, we will check your details on the system and advise you to remove your unit and send it back to our business address. The bureau will then send email confirmation of the requested service.

When the unit is returned to Sure-Track the servicing department will do the following:

- 1) Replace the battery and adhesive
- 2) Check your unit's components for faults
- 3) Test the RF beacon to ensure we can detect a signal
- 4) Upgrade to the latest firmware version to improve battery efficiency
- 5) Advise you if the case or base-plate needs replacing

Servicing of units takes up to seven working days and costs £69 + VAT unless the unit is in warranty (please see below).

Secure Recover

If you have Secure Recover as part of your monitoring contract you may advise the bureau to raise a replacement request to ensure you have a working unit despatched to you right away instead of having to wait for your unit to be serviced and returned. The servicing costs still apply and you must return your old unit to Sure-Track within 30 days.

Warranty

Hardware: If your unit requires a battery replacement within the first 12 months of its life then the service is covered by your unit's manufacturer warranty. Needless to say, the servicing will be done free of charge as long as you have used your unit as per Sure-Track's terms and conditions of monitoring. Unfortunately, your warranty will be void if you open the case for any reason.

Replacement batteries: If your unit is older than a year and has been serviced then there is a one month warranty covering the battery component used during the service and starts from the date the servicing was completed by Sure-Track.

A word about battery consumption

We want your battery to last as long as possible before it needs to be replaced so please keep in mind the following:

- 1) To ensure your battery lasts as long as possible please respond to any SMS messages you might receive from the bureau as soon as you can, especially regarding alarms.
- 2) To protect your battery the bureau may decide to disable certain features (the motion sensor, for example) temporarily. We will usually do this only in the event you have not contacted the bureau regarding an alarm or if the unit's base-plate becomes detached and is not put back on.
- 3) If your unit or asset spends much of its life in poor mobile phone coverage the battery's life will be shortened because your unit will work harder to connect to the mobile phone network every time it wakes up. If this is the case it may be worth considering upgrading to a multi-network SIM as part of your monitoring contract and checking with the bureau to ensure it is installed and or stored correctly.
- 4) If you have uninstalled your unit please try to store it where it is able to access the mobile phone network. For example, we strongly recommend not putting in a locked steel cabinet. If in any doubt, check with the bureau which will be glad to advise you of your unit's status.

7. FAQs



General

Has my unit stopped working if the bureau cannot give me an up to date position?

No. If the mobile phone coverage is poor or non-existent it does not mean your unit has a fault, but it does mean your unit may have difficulty connecting to the network.

Is there a motion sensor on my Sure-Track unit?

Yes. All you have to do is phone the bureau and an operator will enable/disable it for you.

I want to remove my unit and install it on something else. Do I need to call the bureau desk?

While Sure-track does not insist you do, we would recommend it to ensure your unit is installed properly on your next asset.

If I uninstall my unit is it still being monitored?

Yes. Once activated, the unit will be monitored by the bureau even if you remove the device.

Why is the alarm deleted if I do not respond to SMS messages?

The bureau is committed to ensuring your unit's battery is not drained. If you are unable to contact the bureau for any reason, at least you can expect us to look after your unit's interests by managing battery consumption. Also, if we disable any feature the bureau will advise you.

Is the Sure-Track unit an approved product?

Yes. The unit has Thatcham CAT 7 accreditation and has both Gold and Diamond Sold Secure accreditations.

Is my Sure-Track MT3 connected to anything else on my asset?

No. The unit is completely wireless and will be secured to your asset either with a very high bonding adhesive or magnets.

Can I view my positions on the internet?

Yes. Depending on your monitoring package Sure-Track will set up a login for you which will allow you to view your GPRS positions online.

If I turn off my motion sensor will my unit stop working until I switch it back on?

No. Your unit will remain switched on permanently until it is terminated. Disabling the motion sensor simply stops us from alerting you if it moves, but does not affect our ability to track and recover your unit if it is stolen.

Can I email/text the bureau instead of calling?

No. We have no facility to monitor emails or texts on a 24-hour basis. If you need the bureau to respond to you then you must call 0330 999 0660.

Does Sure-Track provide any other security services besides tracking?

Yes. Sure-Track also provides marking/registration services to deter theft. If you are interested please feel free to contact us on 01926 863 630.

Activation

I don't have an activation code and I want to activate my unit. What should I do?

Contact the bureau and ask for the bureau manager who will provide you with your activation code.

What happens if I fail to activate my unit within 30 days?

Your unit will still remain inactive, but your monitoring contract will commence. You may also receive a call to notify you. It is recommended that you activate your unit as soon as possible.

How long does it take to activate a unit?

It takes up to one working day before your unit is activated after which you should receive an SMS alert advising you to install your unit or to contact the bureau if you have any queries.

Servicing

How long does a service usually take?

Once we have your unit it will take up to 7 working days to complete the service

I want to have magnets on my units. Can I use/fit my own?

It is strongly recommended that you do not fit or use your own magnets. If you do you may find that the unit may behave otherwise than intended due to the strength of the electro-magnetic field generated by your own magnets.

Can I fit my own battery?

No. Your unit's battery is a bespoke component which Sure-Track's servicing department is competent to fit and test using specialised equipment.

Should I ever remove the case?

No. Removing the case voids the warranty and serves no purpose. If your unit has a low battery or is faulty please return it to Sure-Track for servicing.

Do I need to activate my replacement unit under Secure Recover?

No. Your monitoring contract has been transferred to the new unit so all you need to do is install it using our recommended procedure.

Renewals

Can I pay for my renewal over the phone via credit/debit card?

Yes. All you need to do is give us a quick call.

Can I have a longer term contract at a discount?

Although there are discounts on longer term contracts they are marginal and generally apply to commercial accounts.

I've sold my unit to someone else. Can I get a refund for the monitoring?

We don't offer refunds for monitoring contracts simply because we are committed to the mobile phone network for the entire duration of your unit's SIM card contract. We may, however, be able to transfer a monitoring contract to a different, newly purchased unit under certain circumstances.

Termination

If I choose not to renew my monitoring contract, can I reconnect my unit later?

Yes. Please be aware of the additional costs incurred as a result and, additionally, you will need to return your unit to us for servicing.

Finding/Recovery

How long does a find usually take?

A typical find takes approximately 3 hours (from when our finder arrives on site).

Do I need to call the police to report a theft?

Yes. Sure-Track may need to liaise with the police in certain circumstances regarding the find. If we have a crime incident/reference number the finder's task is made much easier if and when we require police assistance.

How much is a call-out if I don't have Secure Recover?

£500 + VAT.

Can I go to the reported location during a find?

It is not recommended for health and safety reasons to visit the site of a pending find/recovery. Sure-Track will update you throughout the find by telephone and will advise you if your presence on site is required

8. Glossary of terms

Activation

Specifically refers to the initial activation of your unit so that it may be properly configured for use. Activation is done once only and usually takes place prior to installation unless the unit has been factory fitted.

Base-Plate

This is the small detachable plastic and magnetic plate which is located on the underside of your Sure-Track unit. It also referred to as the tamper-plate or simply 'the tamper'. Removing this plate will cause the unit to come into alarm.

Bureau

This refers to the monitoring station or 'bureau' to which you have access on a 24-7 basis and forms an integral part of your Sure-Track service.

Configuration

This refers to the unit's settings which can be changed from time to time depending on the circumstances.

Coverage

This refers to the coverage provided by the applicable GSM/GPRS network.

Finding

The process by which Sure-Track tracks and ultimately locates stolen assets via Sure-Track's national UK Finder Network.

GPRS

(General Packet Radio Service). The method by which the unit sends data to The System to report your unit's position.

GSM

(Global Unit for Mobile Communications) Used to transmit data and instructions to your unit.

Monitoring Contract

This defines the agreement between Sure-Track and the customer, the details of which can be found in our standard terms and conditions of monitoring available on our website.

Motion sensor

This feature can be enabled to alert the bureau of any motion the unit detects. The unit must detect motion continuously for six seconds on default settings.

On site/Site

The location specified by the bureau to the finder as the starting point for a find.

Positions

These are the map locations viewable via the sure-track website.

Radio Beacon

The component on your unit which emits a pulse detected by our finders' specialist tracking equipment and is critical to the success of locating your stolen asset.

Reconnection

Any terminated unit which has since been reconnected to the mobile phone network and thus restored to full functionality.

Refurbished Unit

A unit that is not new, but is classified as 'good as new' following repair.

Servicing

Refers to when your unit requires a battery change and component check to maintain its functionality in the field usually following a low battery notification SMS to the customer. All servicing is undertaken at Sure-Track.

SIM or SIM card

Used to identify a subscriber to the GSM/GPRS network and is one of the essential components of your unit since it allows the unit to send and receive messages using the mobile phone network.

SMS

Short Messaging Service. The method by which data is sent to and from the unit using GSM.

Swap-out

Refers to any unit which has been intentionally used to replace another similar unit, usually as a result of a swap-out request made by a customer under their Secure Recover monitoring contract.

Termination

Termination, in the context of your unit, means the permanent termination of your unit's SIM card which prevents the units from functioning. It is impossible to locate any unit which has been terminated.

The System

The software used to manage and monitor Sure-Track's customers' units.

UK Finder Network

Refers to Sure-Track's network of Sure-Track trained finders whose task it is to locate stolen assets.

UK Roaming

A type of SIM card which allows your unit to roam onto different mobile phone networks depending on which one is available.

Unit

This refers to your Sure-Track asset recovery product.