



CobraTrak™

User Guide



24 Hour Secure Operating Centre

+44 (0) 844 239 0035

Customer Services

+44 (0) 844 239 0032

(Monday-Friday 9am-5pm)

Calls charged at 3p per minute from UK landlines. Call charges from mobile phone networks may vary.

CobraTrak



Thank you for choosing CobraTrak.

This guide will help you to gain an understanding of how to use the CobraTrak system.

However, should you require further clarification, please call CobraTrak Customer Services on +44 (0) 844 239 0032 where our advisers will be available to take your call.

Please Note

We have taken your address, contact details, security passwords and payment.

If for any reason you have not already supplied this information, please call us immediately as we are unable to provide you with security services without these details.

The Terms and Conditions enclosed with this guide set out the legal terms between you and Cobra UK Ltd, a subsidiary of Cobra Automotive Technologies spa.

CobraTrak ADR & CobraTrak 5

The CobraTrak ADR and CobraTrak 5 systems recognise you as the authorised driver and send a silent alert if your vehicle has been taken by someone else.

The system then tracks your vehicle every inch of the way using GPS, whilst our Secure Operating Centre contacts you to verify that a theft has taken place. We then instigate our Stolen Vehicle Recovery procedure.

Our Secure Operating Centre advisers work with the Police in local language, across 36 European countries*, to get your vehicle back fast.

False alarms

To maintain our exceptional stolen vehicle recovery rates we depend on our customers' support and co-operation to keep false alarms to an absolute minimum. As detailed in our Terms and Conditions, we reserve the right to charge for excessive false alarms.

At Cobra we operate the following false alarm policy:

Following an alert, a Secure Operating Centre adviser will contact you to confirm the status of your vehicle. If it is agreed that the alert is a false alarm, this will be recorded on your account.

All CobraTrak ADR and CobraTrak 5 users will be allowed, without penalty, up to 5 false alarms in a 12-month period.

To avoid unnecessary alerts, contact the Secure Operating Centre, in advance, to inform them of any potential false alarm.

If your vehicle is stolen

Once an alert has been received, we will attempt to contact you using the telephone number(s) you supplied at the time of registration.

We will not contact the Police until we have spoken to you. This is to comply with Police procedures so that we do not waste Police time with false alarms.

Once we have confirmed the theft with you, we will commence our Stolen Vehicle Recovery procedure.

If you have not already done so, we will ask you to contact the Police to report the theft and to call us back immediately with a Police incident number. Receipt of an alert by the Secure Operating Centre does not constitute a confirmed theft, as Police Forces require key holder verification of a theft.

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

In order to prevent your vehicle being moved following a theft, the Secure Operating Centre may, under instruction from the Police, temporarily prevent the vehicle's engine from restarting.**

Once the Police have secured the stolen vehicle, arrangements will be made with you to collect the vehicle. The Police may require it to be taken to a secure compound for further investigation.

You will be liable for any statutory Police recovery & storage charges, payable directly to the Police.

**CobraTrak 5 only

* European Countries Covered: Albania, Austria, Belgium, Bosnia, Bulgaria, Croatia, Cyprus, Czech Republic, Denmark, Estonia, Finland, France (Monaco), Germany (Liechtenstein), Greece, Hungary, Ireland, Italy (Vatican City, San Marino), Latvia, Lithuania, Luxembourg, Macedonia, Malta, Montenegro, Netherlands, Norway, Poland, Portugal, Romania, Serbia, Slovakia, Slovenia, Spain (Andorra, Gibraltar), Sweden, Switzerland, Turkey, United Kingdom.

How does it work?

These systems are supplied with two unique ADR cards. An authorised driver must have an ADR card in their possession when using the vehicle.

- The system will automatically arm itself 70 seconds after the vehicle ignition has been switched off and the ADR card is out of range (approx 3 metres).
- The system will automatically disarm itself when the ADR card is brought back in range of the vehicle.
- If your vehicle is driven and the ADR card has not been detected, a silent alert will be transmitted to the Secure Operating Centre, who will contact you to ensure that a vehicle theft has not taken place.

For added security, if the ADR card is not present, the systems will also generate an alert;

- when your vehicle is lifted or towed away without the keys.*
- when your vehicle battery is disconnected.

A monthly system health check will also be performed to confirm full system functionality.

ADR cards

The ADR card has an internal battery which will last in excess of 18 months. When the battery nears the end of its working life you will receive an SMS message advising you of this.

The internal battery should be replaced with a standard battery, type CR2032, which can be purchased from most high street outlets.

In order to conserve battery life, the ADR card can be switched off during periods of inactivity by pressing and holding the button on the card for 8 seconds. The LED, positioned above the button on ADR card, will stop flashing.

To switch the ADR card back on press the button for 1 second. The LED will flash once every 3 seconds.

* To avoid false alarms when your vehicle is going to be transported contact the Secure Operating Centre, in advance, for advice.

Practical advice

If my vehicle is stolen what happens if you cannot contact me?

We must verify any potential theft with you before we contact the Police. If we are unable to contact you, we will continue to monitor your vehicle whilst we try to contact you using all the contact numbers that you have supplied.

What do I do with the service when I need to let someone else drive the vehicle?

Either lend them your ADR card (note that you remain responsible for the ADR card and its use) or call the Secure Operating Centre for advice. Remember, you will be charged for excessive false alarms.

If you loan your vehicle to the same person on a regular basis you can order a separate ADR card for them. The system is capable of recognising up to 8 different cards. For additional cards, charges and more information call CobraTrak Customer Services.

Should I let you know if I am going away on holiday or business?

We need to be able to contact you or a nominated person immediately if we receive an alert from your vehicle whilst you are away on holiday or on business. Police Forces require verification of a theft from the owner or key holder for a vehicle before they will act. It is therefore essential that you provide us with additional contact details if we are not going to be able to get in touch with you.

What if I lose my ADR card?

Each system is provided with 2 ADR cards. To reduce the risk of vehicle theft, lost or stolen cards must be reported immediately to CobraTrak Customer Services.

Where should I keep the ADR cards?

Your ADR cards should always be kept securely and should always be stored away from car keys. Do not leave the ADR cards in your vehicle or attach them to your vehicle keys as this will negate the theft protection and may invalidate your vehicle insurance.

CobraTrak Q

How does it work?

The CobraTrak Q system delivers stolen vehicle tracking with the added security of generating an alert;

If you discover that your vehicle has been stolen you must call the Secure Operating Centre.



- when your vehicle is lifted or towed away without the keys.
- when your vehicle battery is disconnected.

To avoid unnecessary false alarms, contact the Secure Operating Centre, in advance, to report any such events.

You will be connected directly to an adviser for immediate assistance.

Our adviser will verify your security details and explain the Stolen Vehicle Recovery procedure. We will immediately start tracking your vehicle to establish its whereabouts.

If you have not already done so, we will ask you to contact the Police to report the theft and call us back immediately with a Police incident number as Police Forces require key holder verification of a theft.

The Secure Operating Centre will then liaise with the relevant Police Force to seek to recover your vehicle. Advisers will work with the Police in their local language, across 36 European countries*, to get your vehicle back fast.

When the Police have secured the stolen vehicle, arrangements will be made with you to collect the vehicle. The Police may require it to be taken to a secure compound for further investigation.

You will be liable for any statutory Police recovery & storage charges, payable directly to the Police.

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Supplementary Information

Subscription packages

You have already selected a subscription package for the CobraTrak system and these details are confirmed in your welcome letter. We will contact you towards the end of the subscription period to arrange subscription renewal.

Our commitment to you

We cannot stop your vehicle from being stolen. But we continue to develop ways of helping customers to get the better of vehicle thieves.



Damage check

If you are involved in an accident or if your vehicle battery has been disconnected for any reason (for example bodywork repair or paint re-spray), you must call the Secure Operating Centre so that we can test the system to check that it is still functioning correctly.

Warranty

All CobraTrak systems include a comprehensive 3 years parts and labour warranty.

Insurance benefits

CobraTrak products have been approved by Thatcham in the UK, Assuralia in Belgium and SCM in the Netherlands. They have been subjected to rigorous testing by these accrediting organisations. As a result, most insurers recognise CobraTrak as approved security tracking systems and may be pleased to offer policyholders a premium rebate or other benefits as a reward for fitting a CobraTrak system.

Hands-free mobile phone use

The use of hand-held mobile phones whilst driving is now prohibited in most European countries. Therefore, it is important that CobraTrak services are only accessed using a legally compliant hands-free kit while your vehicle is on the move. Otherwise, you must safely park up and switch off your engine before calling.

Feedback

We value your feedback to help us to improve our services. Simply e-mail your comments to us at suggestions-uk@cobra-at.com

Protecting your data

By subscribing to our services, we recognise that you have given us personal information about you and your vehicle. Protection of your data is core to our commitment to you. Please see our Privacy Policy enclosed in this guide.

Change of details

Should any of your personal details change, you must call CobraTrak Customer Services.

For example:

- You have changed the registration plate on your vehicle.
- You are selling your vehicle.
- You are a new owner who has bought a pre-owned vehicle already fitted with CobraTrak and need to register with us.
- You are moving house.
- You have changed your mobile phone number.

Privacy Policy

We have created this privacy policy in order to show our firm commitment to the privacy of our customers by explaining how we collect and use your personal information. We aim strictly to comply with the European Data Protection Directives (Directive 95/46 EC and Directive 2002/58 EC) and all other relevant data protection legislation. Should you have any queries then please contact us.

1. Who we are

We are Cobra UK Limited (Company No. 3751493). Registered office: Crossgate House, Cross Street, Sale, Cheshire, M33 7FT, United Kingdom.

We can be contacted by any of the following means:

Post: Cobra UK Limited, Crossgate House, Cross Street, Sale, Cheshire, M33 7FT, United Kingdom
Telephone: +44 (0) 844 239 0032
Fax: +44 (0) 844 239 0039
E-mail: info-uk@cobra-at.com

2. Information we collect

- 2.1. We ask you to provide:
 - 2.1.1. your name, full postal address and payment details in order to set up your account with us; and
 - 2.1.2. your home, office and mobile telephone numbers and your e-mail address in order to contact you when we provide the Services to you.
- 2.2. We also ask you to advise us of a security password in order to ensure the security of your account. We will advise you of any relevant parameters for setting these.
- 2.3. If we receive a theft alert from your CobraTrak system, we will retrieve details of the date, time and position of your vehicle in order to enable us to respond to the alert. We will share this information with our Secure Operating Centre in the country in which you reside to assist us in responding to the alert.
- 2.4. If you use the CobraTrak system in relation to any third party, including your employees, you must advise them of your ability (and our ability) to determine the position of the vehicle.

3. What we do with your information

- 3.1. We use your information to administer your account and provide the Services to you as described above.
- 3.2. We will not sell lists of names and addresses of our customers to any third party.
- 3.3. We may as part of a scheme of reconstruction within our corporate group or the sale of our business, transfer ownership of all data to another business. However, we will only do this if that business agrees to implement a similar privacy policy.

- 3.4. Where requested to do so, we will provide any information we hold about you to the police, law enforcement agencies and courts in connection with their investigations and any subsequent prosecutions.
- 3.5. We are required by a regulatory and accreditation organisation (RAO) to disclose your name and vehicle details to them. The RAO operates a database of all accredited vehicle tracking systems, their registered owners and the companies which install such systems. This information will be used by the RAO to audit companies such as CobraTrak which supply and install vehicle tracking systems.
- 3.6. We will use your details to send you information about our products and services, including our quarterly newsletter. If you do not wish to receive this information, you may opt-out by sending an email to info-uk@cobra-at.com or writing to us at the above address. Even if you opt-out, we may still need to contact you in any event for administrative or operational reasons relating to our service.
- 3.7. We may share your details with the manufacturer of your car so that they can send you information about their products and services. If you do not wish us to share your information in this way, please send us an email at info-uk@cobra-at.com or write to us at the above address.
- 3.8. We may record telephone calls with you, for training purposes, to help us improve service quality and to help resolve disputes.

4. Security

All our information is kept on a secure site for a period no longer than is necessary and is only accessed by our trained operators.

5. Amendment of Details

It is important that we have your correct details. If any information you have given to us ceases to be correct then please contact us to advise us accordingly.

6. Right of Access

You have a right to access your information. To obtain a copy of the personal information we hold about you, please write to the "Data Protection Officer" at the above address.

By using the CobraTrak system, you agree to our use of your information as set out above.

Certificates of conformity

Cobra Automotive Technologies S.p.A.
v. Astico, 41
I - 21100 VARESE
ITALY

Declaration of Conformity

The manufacturer hereby declares, at its sole responsibility, that the:

TRANSMITTERS
Models 7775, 8005, 2771

Conform to the essential requirements of the Radio and Telecommunication Terminal Equipment Directive 1999/5/EC in accordance to the following relevant standards and directives:

Radio: EN 300 220
EMC: EN 301 489-1/3
Health & Safety: EN 60950
EN 50371

27 October 2005



Dario Parisi
Homologation Engineer
Tel. +39-0332-825111

CE 0678

Notified Body: EMCCert Dr. Rasek
Boelwiese 5
91320 Ebermannstadt
Germany

EC - DECLARATION OF CONFORMITY

We,

Cobra Automotive Technologies S.p.A.
Via Astico, 41 - 21100 Varese, Italy

declare under our sole responsibility that the product:

Description: **Telelocalisation system for automotive application**
Models: **ICD 10, ICD 11, ICD 12, ICD 13**
Types: **2110, 2111, 2112, 2113**

is in conformity with the essential requirements of the R&TTE Directive 1999/5/EC.

The product has been tested against the following standards and specifications:

EMC: 95/54/CE directive
Safety: Relevant tests mentioned in the 95/56/CE directive
Radio Spectrum: 3GPP TS1.010-1
EN 301 511

The product is marked with CE marking and Notified Body number according to the Directive 1999/5/EC

0678 **CE**

Place, Date of Issue

Varese, December 2005



Dario Parisi
Homologation Mng.

For more information:

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and the Republic of Ireland by:

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