

TRIUMPH

Track +

User Guide

Thank you for purchasing a Triumph Track+ motorcycle tracking device powered by ScorpionTrack.
Within this user guide you will find information to ensure your tracking device provides you with the up-most security and length of service.

Product Overview

Triumph Track+ is a stolen motorcycle tracking system approved to the standards laid down by Thatcham Research, the provider of standards to the UK Insurance Industry.

Triumph Track+ utilises the GPS and GLONASS satellite location networks to accurately identify the motorcycle's location in real time on a live map and transmit this location back to the ScorpionTrack powered Triumph Track+ Control Centre using the GSM mobile data network. In the event of the ScorpionTrack monitoring team receiving an alert from your tracking system they will contact the owner to advise that a suspected theft has occurred. If a theft is confirmed the user should contact the police locally to report the theft and advise that the vehicle has a tracking system fitted. The ScorpionTrack monitoring team are available to liaise directly with the police to aid recovery of the vehicle in the local language, it is the responsibility of the owner to establish this contact. Triumph Track+ will only provide theft detection whilst the monitoring subscription is active.

Your Triumph Track+ arms automatically when the ignition is switched off and monitors the motorcycle for signs of unauthorised movement. If the optional early warning text alert service is activated, at the first sign of movement the unit will send you an SMS text message to alert you to a possible theft in progress.

The Triumph Track+ will generate an alert to notify the Triumph Track+ monitoring team of a potential theft under the following conditions:

- The motorcycle is moved more than 150 m without the ID tag in range, unless set to transport mode.
- Movement is detected for 10 seconds without the rider ID tag in range and no satellite connection is present.
- The power is disconnected, unless set to garage mode.

You will receive a phone call to verify whether a theft is in progress.

Triumph Track+ disarms instantly when a Rider ID tag is detected, unless an alert has been generated.

The information contained in this publication is accurate at the time of final approval, however, Triumph Motorcycles reserves the right to amend the information at any time without notice.

Please retain this user guide for future reference.


Powered by scorpiontrack

Declaration of Conformity

We, Scorpion Automotive Ltd, Dunhead Road, Chorley North Business Park, Chorley, Lancashire, PR6 7DE.
Tel: +44 (0) 127 249928 Fax: +44 (0) 1257 249938 Declare that the Products:

Product name: **SCORPION M SERIES TRACKING SYSTEM; TRIUMPH TRACK PLUS**

Part number: **STM01; STM02; DTSTM01; DTSTM02; STMTR01; 9800099**

Listed above are in conformity with the following European Union directives and UN regulations:

Radio Equipment Directive (2014/53/EU)

EMC Directive (2014/30/EU)

Low Voltage Directive (2014/35/EU)

EMF Directive (2014/35/EC)

UNECE Regulation 10 concerning the approval of vehicles with regard to EMC (Revision 5)

Standards and type approvals comply with the above directives/regulations

EN 300 328 V2.1.1 2016

EN 301 511 V2.1.10 2016

EN 303 413 V1.1.1 2017

EN 301 489-1 V2.2.1 2019

EN 55032 2015

EN 55025 2002 + COR1 2004

EN 61000-4-2 2009

EN 61000-4-3 2006 + A1 + A2

ISO 7637-2

EN 60950-1; 2006 + A11:2010 + A12:2011 + A2:2013

EN62479:2010

VCA Type Approval E11*10R05/01*10990*00

And we have examined the technical basis for this declaration which is based on the test reports and certificates issued by:

ETS Ltd, Pratts Fields, Lubberhedges Lane, Stebbing, Essex, CM6 3BT

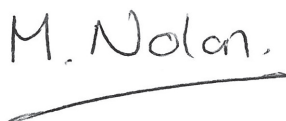
Supporting documentation relevant to this declaration will be made available on request.

This Declaration is made on behalf of Scorpion Automotive Ltd by:

Michael Nolan

Quality Manager

Date: 23/01/2020



The attention of the specifier, purchaser, installer or user is drawn to special measures and limitations to use which must be observed when the product is taken into service to maintain compliance with the above directives and regulations. Details available on request.

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Caution

The Triumph Track+ is designed specifically for Triumph Motorcycles with the compatible alarm connection plug. The Triumph Track+ is approved for use on those motorcycles only. Modification of the Triumph Track+ wiring or control unit in any way will invalidate the granted approvals and warranty and may result in technical failure.

Updating Your Contact Information

It is vitally important that your contact details are kept updated on the Triumph Track+ system, to ensure the Triumph Track+ Monitoring Team are able to contact you at any time of the day or night without delay should an alert be generated for your motorcycle.

As part of the installation you will have received an e-mail containing a user name and password which provides you access to the Triumph Track+ website (www.TriumphTrackPlus.com) If you have not received this e-mail or require a duplicate please call the Triumph Track+ Help desk on +44 (0) 1257 249928.

At the earliest opportunity please log in to the Triumph Track+ website and check the contact information. This can be accessed by clicking on 'Account'. Add any additional telephone numbers along with an emergency contact whom the Triumph Track+ staff can call if you are not available. Please ensure sufficient numbers are provided to allow 24 hour contact.

Please also update the security question which will be used to verify your identity if you need to contact the Triumph Track+ Control Centre or in the event of a motorcycle theft.

Monitoring Subscription

Triumph Track+ is a monitored service with staff available 24 hours a day, 365 days a year to support you in the event of a motorcycle theft. There is an annual fee payable for this service, current pricing can be found on the Triumph Track+ website.

The subscription payment can be made online via the website or over the phone by calling the Subscription Team on +44 (0) 1257 249928.



Caution

Triumph Track+ will only provide theft detection whilst the monitoring subscription is active. If the subscription payment is not received or not renewed, no alerts will be generated and your motorcycle theft protection will not be in place. The location of your motorcycle will also not be visible on the website or App.

Notice

Non-payment of the monitoring subscription may impact negatively on your insurance cover.

Automated Alert

Triumph Track+ will generate an automatic alert to the Control Centre if any of the following are detected:

- The motorcycle is moved more than 150 m without the ID tag in range, unless set to transport mode.
- Movement is detected for 10 seconds without the rider ID tag in range and no satellite connection is present.
- The power is disconnected, unless set to garage mode.

When an automated alert is triggered the following process will apply depending on your location;

United Kingdom

1. Alert triggered and owner contacted by Triumph Track+ monitoring team.
2. Theft confirmed by owner.
3. Crime reference number obtained from local police by owner.
4. Owner informs Triumph Track+ Monitoring team of crime reference number - +44 (0) 1257 240945.
5. Triumph Track+ Monitoring team liaise with police to aid recovery.

Germany

1. Alert triggered and owner contacted by Triumph Track+ monitoring team.
2. Theft confirmed by owner.
3. File number obtained from local police by owner.
4. Owner informs Triumph Track+ Monitoring team of crime reference number - +44 (0) 1257 240945.
5. Triumph Track+ Monitoring team liaise with police to aid recovery.

France, Spain & Italy

1. Alert triggered and owner contacted by Triumph Track+ monitoring team.
2. Theft confirmed by owner.
3. Owner contacts local police to report theft and advise police that the vehicle has a tracking system fitted.
4. Triumph Track+ Monitoring team are available to liaise with police to aid recovery.

In the Event of a Theft with Keys and Rider ID Tag



Warning

If your keys and Rider ID tag are stolen and your motorcycle is subsequently taken, the Triumph Track+ system will not generate an automatic alert. In this instance you will need to call the Control Centre on +44 (0) 1257 240945 to notify them of the theft and the Triumph Track+ monitoring staff will remotely activate the alert mode.

We recommend keeping the Rider ID tag separate from the motorcycle keys.

1. Owner contacts Triumph Track+ monitoring team to notify of a theft with keys and rider ID tag on +44 (0)1257 240945.
2. Triumph Track+ monitoring team remotely activate an alert condition.

Note:

- **The Triumph Track+ Monitoring Team will use their best efforts to recover your motorcycle, working with the relevant Police Authority. The Police response to a reported motorcycle theft may vary depending on the resources available and the availability of location data from the tracking unit. Most recoveries happen within the first 2 hours of theft but every theft is different and the recovery may take much longer or not even be possible. The fitment of a tracking system does not guarantee recovery of a stolen motorcycle. The normal precautionary measures such as utilising secondary security, parking in well-lit areas and securing the keys should still be taken.**

United Kingdom

3. Owner contacts local police to obtain crime reference number.
4. Owner informs Triumph Track+ Monitoring team of crime reference number +44 (0) 1257 240945.
5. Triumph Track+ Monitoring team liaise with police to aid recovery.

Germany

3. Owner contacts local police to obtain file number.
4. Owner informs Triumph Track+ Monitoring team of crime reference number +44 (0) 1257 240945.
5. Triumph Track+ Monitoring team liaise with police to aid recovery.

France, Spain & Italy

3. Owner contacts local police to report theft and advise police that the vehicle has a tracking system fitted.
4. Triumph Track+ Monitoring team liaise with police to aid recovery.

Installation Certificate (UK only)

As an insurance industry approved product, Triumph Track+ may qualify the owner for a discount on their motorcycle insurance. The insurer may require an installation certificate as proof of fitment. The certificate is sent via e-mail once the monitoring subscription has been paid and activated.

The installation certificate is available to the customer on www.TriumphTrackPlus.com and is valid when a subscription is active.

If the motorcycle is sold to a new owner, please call +44 (0) 1257 240945 so the Triumph Track+ team can update your account.

The new owner of the motorcycle will receive a new certificate once a new subscription is obtained.

Motorcycle Servicing & Transportation

Garage Mode

To minimise the possibility of false alerts when your motorcycle is at your Triumph dealer, the Triumph Track+ website and App allows you to put the Triumph Track+ into Garage Mode which will disregard theft alerts, including battery disconnection alerts. EWM alerts are not affected.

Transport Mode

To minimise the possibility of false alerts when your motorcycle is being transported, the Triumph Track+ website and App allows you to put the Triumph Track+ into Transport Mode which will disregard movement alerts. Battery disconnection alerts will remain active. EWM alerts are not affected.

International Travel

If you are taking your motorcycle outside of the country where you purchased the Triumph Track+ please contact the Triumph Track+ Help Desk for a list of countries where the Triumph Track+ will be operational. The Help Desk contact number is +44 (0) 1257 249928.

Alert Options

Triumph Track+ offers 2 different types of user defined alerts, known as:

- **Early Warning Movement Alerts**
- **Dashboard Alerts.**

The **Early Warning Movement Alerts** are SMS text messages to your specified mobile phone.

The **Dashboard Alerts** are e-mail notifications.

The Dashboard Alerts can be customised to suit the user's requirements.

Early Warning Movement (SMS Text Alerts)

Triumph Track+ is designed to monitor the motorcycle for signs of unauthorised movement. As a user option, it is possible to have the unit send an SMS text message at the first sign of motorcycle movement, before the motorcycle moves away from where it was parked. Early Warning Movement Alerts are de-activated by default. This can be changed on the Triumph Track+ website and App.

25 SMS text messages per month are included as part of the subscription. If you would like to purchase additional texts they can be purchased in bundles of 100. Please click the 'Top Up' link to purchase online (www.TriumphTrackPlus.com).

The Early Warning Movement Text Alerts can be activated/deactivated online from the EWM alerts tab on www.TriumphTrackPlus.com. The allocated SMS text alert phone number can also be changed online.

Please note if it is more than 30 minutes since the motorcycle was last used, changes made via the website will be transmitted to the Triumph Track+ the next time the motorcycle ignition is activated or the Triumph Track+ detects movement for more than 6 seconds.

Dashboard Alerts

Low Battery Alert



Caution

It is important that the internal battery in the Track+ unit is not left in a discharged condition.

If the Track+ unit internal battery is left discharged it will result in damage to the battery.

If the motorcycle is to be left unused for any period beyond two weeks it should be connected to an appropriate battery conditioner to maintain good battery condition.

Battery issues resulting from improper maintenance are not covered under warranty.

Triumph Track+ monitors the condition of the motorcycle battery and if required will send a 'Low Battery Warning' e-mail. If you receive the e-mail warning it is important that you take action to recharge the motorcycle battery.

To activate the low battery notification, log in to the Triumph Track+ website, navigate to the Dashboard Alerts page and click to 'Create Alert'.

The low battery alert will generate an e-mail when there is approximately 20% capacity left in the motorcycle battery.

Idle Time Alert

An idle time alert can be generated to send notification of when the motorcycle has been left idle with the engine running for longer than the specified period.

Create the alert in the same manner as the low battery alert and enter the idle time limit at which you prefer to be notified.

Ignition On Alert

Triumph Track+ can also send an alert every time the motorcycle ignition is switched on.

Create the alert in the same manner as the low battery alert.

Geofence Alert

A geofence is a virtual 'electronic' perimeter zone that you set up to report on your motorcycle's entry to and exit from that location.

Geofences are an extremely helpful tool and are easy to set up.

Example Uses:

- To monitor if and when your motorcycle has exited the dealership when being serviced.
- A reminder to pay toll or congestion charges for travelling on chargeable roads and zones.

Before creating a Geofence Alert, you must create the Geofence that will be used to trigger the alert.

Navigate to the Geofences page on the Triumph Track+ website.

Always set your geofences approximately 10 metres wider than the actual perimeter you wish to create. This will avoid unwanted alerts as a result of 'satellite drift' or where there is an occasional breach to the perimeter that you do not wish to monitor.

Create the alert in the same manner as the low battery alert.

Journey History

In addition to the theft protection features, Triumph Track+ provides comprehensive journey history reporting with your journey data being uploaded to the cloud every 2 minutes by default. To access the journey history click on the 'Reporting' menu option from the Live Map screen.

Journey History: Additional Privacy Options

Triumph Track+ allows you to determine the level of journey data recorded. There are 2 options available (via the Triumph Track+ App):

Speed Logging:

The road speed of the motorcycle is discarded from the journey data.

Privacy Mode:

No journey data is recorded at all unless a potential theft is detected.

Rider ID Tags

Note:

- **If a Rider ID tag is lost or damaged a replacement may be ordered from your Triumph dealer and the dealer will be able to contact ScorpionTrack Technical Support to have the tag coded to your tracking unit.**

Triumph Track+ is provided with 2 Rider ID tags which are required under the Thatcham S5 VTS approval.

The tags communicate wirelessly with the Triumph Track+ control unit and provide a means of identifying the authorised user. If the motorcycle is moved more than 150 meters without one of the tags being in range an alert will be sent to the monitoring team who will attempt to contact the registered owner of the motorcycle.

In the interests of security, it is recommended to keep the Rider ID tag separate from the ignition keys. This provides an additional layer of security should your keys be stolen or lost.

Each Rider ID tag is powered by a lithium coin cell battery which is expected to provide up to 3 years service. However, the more a motorcycle is used or the more the tag is moved, the shorter the battery life.

The battery status is monitored by the Triumph Track+ unit and an e-mail alert will be sent to the registered owner's e-mail when the battery requires replacement. Additionally, the LED on the tag will flash rapidly to signify a low battery condition. Please replace the battery at the earliest opportunity to avoid false alerts.

Rider ID Tag Battery Replacement

Each ID tag contains a single long-life lithium battery (CR2450).

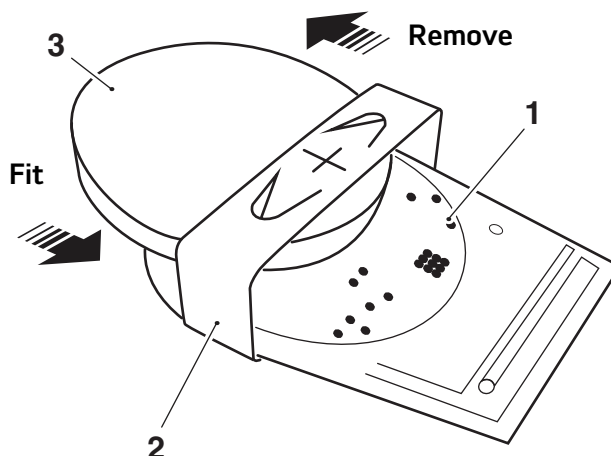
1. To replace the battery, locate the recess in the edge of the ID tag casing and gently prise the upper and lower sections of the casing apart at this point.



Caution

When removing, or fitting a battery in the ID tag ensure it is removed or fitted in the correct direction. Failure to remove or fit a battery correctly could result in damage to the ID tag and possible malfunction.

2. The battery is retained by a clip on the ID tag circuit board and can be removed by sliding the battery out from under the clip in the direction shown. Fit the new battery, ensuring the battery polarity is correct, by sliding the battery under the retaining clip in the direction shown.



1. ID tag circuit board
2. Retaining clip
3. Battery

3. Align the two casing halves and squeeze firmly to click the casing back together, ensuring the joint is even around the circumference.

Notice

Ensure the used battery is disposed of, or recycled in accordance with local environmental regulations. Incorrect disposal or recycling of a battery may result in prosecution.

Internal Battery

In order for the Triumph Track+ to operate when the ignition is turned off or if the motorcycle battery is removed, Triumph Track+ contains a rechargeable battery. Under normal circumstances this battery is charged whilst the motorcycle is in use.



Caution

Prolonged storage of the motorcycle with the alarm armed will result in battery drain.

Excessive battery drain will cause permanent damage to the battery.

The motorcycle should be connected to an appropriate battery conditioner to maintain good battery condition.

Troubleshooting



Warning

Never start the engine or run the engine in a confined area. Exhaust fumes are poisonous and can cause loss of consciousness and death within a short period of time. Always operate your motorcycle in the open-air or in an area with adequate ventilation.

Triumph Track+ contains no user serviceable parts and requires no regular maintenance. To verify your unit is operating correctly please log in to the Triumph Track+ website and confirm the motorcycle location is correctly shown on the map, the location is updated to the website every 2 minutes when the motorcycle ignition is on. If the motorcycle location shown is incorrect please run the motorcycle outside for 4 minutes, if the location does not update in that time frame contact ScorpionTrack.

Technical enquiries can be discussed in English over the phone by calling +44(0)1257 249928. For all other languages please use the contact form on the Triumph Track+ website.

Terms & Conditions of Service

Use of the Triumph Track+ system is subject to the Triumph Track+ Terms & Conditions, details of which are available to download from the Triumph Track+ website.