

Vehicle Tracking & Remote Engine Cutoff — Service Overview

What is included with a TTC tracking subscription and engine cutoff relay

WHAT THE TRACKING CO PROVIDES

The Tracking Co is a Cape Town-based GPS vehicle tracking company, operating since 2016. We supply GPS vehicle tracking hardware with full access to our tracking platform. Each vehicle is fitted with a hardwired GPS tracking unit and an engine cutoff relay, giving the client 24/7 live tracking and remote engine immobilisation — all managed directly from the client's own account.

This service includes:

- **Full tracking platform access** — live vehicle tracking via PC or mobile app, 24/7, with trip history, geofencing and reporting.
- **Unlimited alerts** — speed, geofence, ignition, after-hours and tamper alerts, configured by the client to their own requirements.
- **Remote engine cutoff** — the client can immobilise the vehicle directly from the mobile app or web platform via the fitted cutoff relay, preventing the engine from being started.
- **SIM card and data included** — the tracking unit's connectivity is covered by the tracking subscription. Nothing extra to manage or pay.
- **Human support** — direct phone and WhatsApp support during business hours (8am–5pm, Monday to Friday), no call centres.

HOW THE SERVICE WORKS

1. A hardwired GPS tracking unit and engine cutoff relay are fitted to the vehicle by an auto electrician — the client's own, or an independent installer The Tracking Co helps arrange. The relay wires inline with the vehicle's starter or fuel-pump circuit.
2. The vehicle is loaded onto the tracking platform under the client's own account.
3. The client tracks the vehicle live, 24/7, from the mobile app or any web browser — including full trip history and reports.
4. If required, the client activates the engine cutoff from the app or web platform. The vehicle cannot be started until the client deactivates the cutoff.
5. All tracking data, alerts and reports remain available to the client at all times.

SCOPE OF SERVICE

- This is a **self-monitored tracking service**. The client monitors the vehicle directly through the platform and mobile app.

- **Stolen Vehicle Recovery (SVR) is not included** in this service. There is no control room monitoring and no physical recovery response, and The Tracking Co does not dispatch recovery agents under this service. SVR can be added at any time as an optional additional subscription — see below.
- In the event of a theft or hijacking, the client can view and share the vehicle's live location with SAPS to assist their response.
- The engine cutoff is **operated solely by the client** through their own account. It is intended for responsible use on vehicles the client owns or manages.
- **Compatible hardware** — the cutoff relay works with the 4G900L, FMC920 and FMB140 trackers. It is not available on the plug-in OBD Mini, or on the FMC880, which connects to the battery terminals only.
- Like any connected device, the tracking unit relies on cellular signal to report. It remains the client's responsibility to ensure the unit stays connected and reporting, and to notify The Tracking Co of any unit that is offline.

The installed hardware is SVR-capable. Stolen Vehicle Recovery can be added to this unit at any time as an optional additional subscription, with no new hardware required: a 24-hour control room monitors the unit for power disconnect alerts, and recovery agents are dispatched nationwide on a confirmed theft or hijacking. See the separate *Stolen Vehicle Recovery — Service Overview*.

OWNERSHIP AND COMMERCIAL TERMS

- The tracking unit and cutoff relay are **purchased outright and owned by the client** — no lease, no rental, no hardware financing. The relay is a once-off purchase with no ongoing fee.
- The tracking subscription is **billed monthly or paid upfront for 12 months** — the client's choice. On the annual option there is no monthly debit and nothing further is owed for the year.
- **No fixed-term contract.** The client can cancel at any time with no penalties. The hardware remains the client's property either way.
- Current pricing is published at www.thetrackingco.co.za/vehicle-tracking-pricing.

CONTACT

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