



Self-fit

Frequently

Asked Questions

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ABOUT MY DEVICE

WHAT IS MY SELF-INSTALL TELEMATICS DEVICE?

Telematics is the technical term for any system which uses an electronic or mechanical device to communicate with other devices or systems via a network. Most of us have already used in-car telematics, at least to some extent, in the form of GPS (Global Positioning System) Sat Navs and Mapping Applications.

DOES MY DEVICE HAVE AN INTERNAL BATTERY?

Yes, your device has an internal battery which charges once an external power source is connected.

WILL MY DEVICE DRAIN MY BATTERY?

Your device uses only a very small amount of power from your vehicle battery.

IS MY DEVICE WATERPROOF?

Yes, your device is waterproof.

ABOUT MY PACK

WHY DO I HAVE A DOUBLE-SIDED STICKY PADS IN MY DEVICE PACK?

The provided double-sided sticky pads are to be used to attach your device to the vehicle's battery. Refer to your installation guide or manual for further instructions of use.

WHY DO I HAVE AN ALCOHOL WIPE IN MY DEVICE PACK?

The provided alcohol wipe is to be used to clean the surface for which you intend to situate your device. Refer to your installation guide or manual for further instructions of use.

WHY DO I HAVE CABLE TIES IN MY DEVICE PACK?

The provided cable ties are to be used to secure any wiring coming from your device. Refer to your installation guide or manual for further instructions of use.

I DID NOT RECEIVE ONE OF THE ABOVE, WHAT DO I DO?

If you did not receive an alcohol wipe or cable ties within your pack, you may choose to source your own. Alternatively, if you require either of these or sticky pads – contact your insurance broker as soon as possible.

PRE-INSTALLATION

THE DEVICE ITSELF / WIRES LEADING FROM THE DEVICE IS VISIBLY DAMAGED, WHAT SHOULD

I DO?

Do not install the device, and do not attempt to open the casing of the device. Contact your insurance broker as soon as possible for a replacement.

IS THERE ANY RISK TO INSTALLING MY DEVICE?

No, not if you follow the safety information included within your pack and installation manual. If your vehicle is electric (hybrid) do not install your device. Contact your insurance broker as soon as possible for further information.

DO I NEED TOOLS TO FIT MY DEVICE?

Yes, on most vehicles a 10mm or 13mm spanner is required to loosen the bolts on the **positive terminal (+)** and **negative terminal (-)**. An adjustable wrench or spanner may also be used.

Tools may be required to gain access to your vehicle battery.

Your vehicle's battery may use twist terminals or be spring-loaded. Consult your vehicle handbook or search online if you are unsure.

WHERE IS MY VEHICLE'S BATTERY LOCATED?

It will most likely be found under your bonnet, located next to the engine. However, depending on the make and model of your car, it may be situated within the boot or inside the vehicle itself. If you are unsure, consult your vehicle handbook or search online.

THERE ARE POSITIVE AND NEGATIVE TERMINALS LOCATED WITHIN THE ENGINE BAY, BUT MY BATTERY IS SITUATED ELSEWHERE. AM I OKAY TO FIT THE DEVICE TO THESE TERMINALS?

No, the device must only be fitted to the main power supply battery.

I AM UNABLE TO LOOSEN BOTH BOLTS ON THE BATTERY TERMINALS, CAN I CONNECT BOTH CABLES TO THE SAME TERMINAL?

No, this will cause the cables to spark and potentially cause damage to your vehicle battery.

WHAT IF I AM UNABLE / DO NOT FEEL COMFORTABLE FITTING MY DEVICE?

You may have a family member or friend who is car-savvy you can ask for assistance. Just show them your install guide or manual. You may also make enquiries with your local garage.

Alternatively, contact your broker to arrange for a professional engineer to come and install it. Note, that this will be at a cost to you.

DURING INSTALLATION

WHY DOES MY DEVICE HAVE TO BE IN A FORWARD-FACING POSITION?

Your device needs to be in a forward-facing position to maximise the accuracy of the data that your device transmits.

WHAT IF MY DEVICE DOES NOT FIT ON THE BATTERY, IN A FORWARD-FACING POSITION?

If the device cannot be placed on top of the battery in a forward-facing position, then it can be placed in an alternative location. So long as the two wires leading from the device remain properly connected to the battery terminals. The chosen surface must be flat and horizontal.

MY DEVICE IS NOT STICKING TO THE BATTERY, WHAT SHOULD I DO?

Make sure you have followed your installation guide or manual. It is important to clean the intended surface - as dirt, grease, dust and condensation may prevent the device from sticking. Allow the surface to dry before attaching the device.

POST INSTALLATION

I HAVE COMPLETED THE INSTALLATION INSTRUCTIONS, WHY HAVE NONE OF THE LIGHTS COME ON?

This would indicate an issue with the device. Contact your insurance broker as soon as possible for a replacement.

I HAVE COMPLETED THE INSTALLATION INSTRUCTIONS, WHY HAVE I NOT RECEIVED A CONFIRMATION TEXT?

This may be down to poor coverage. Once a good signal is established, you should receive a confirmation text within 24 hours. If you do not, contact your insurance broker.

I NEED MORE DOUBLE-SIDED STICKY PADS, WHAT DO I DO?

Contact your insurance broker.

I NEED ANOTHER ALCOHOL WIPE, WHAT DO I DO?

If you did not receive an alcohol wipe within your pack, you may choose to source your own. Alternatively, contact your insurance broker.

I NEED MORE CABLE TIES, WHAT DO I DO?

If you did not receive cable ties within your pack, you may choose to source your own. Alternatively, contact your insurance broker.

I NEED TO JUMPSTART MY VEHICLE; CAN I DO THIS WITH MY DEVICE ATTACHED?

Yes, you can jumpstart your vehicle with your device still attached.

DO I NEED TO TELL YOU IF I TAKE MY VEHICLE TO THE GARAGE?

Contact your insurance broker if you are taking your vehicle to the garage. As they may disconnect the vehicle's battery, meaning your device is unable to transmit.

DO I NEED TO DO ANYTHING IF MY VEHICLE BATTERY GOES FLAT?

Contact your insurance broker if the vehicle's battery has gone flat. Once the battery is charged / replaced, your device will continue to transmit as normal.

REMOVING MY DEVICE

HOW DO I REMOVE MY DEVICE?

You must not remove your device at any point during the policy period, unless otherwise approved in advance by your insurance broker.

Refer to the 'Removing Your Device' document.

CHANGING MY CAR / BATTERY

WHAT HAPPENS IF I CHANGE MY VEHICLE?

You can transfer your device from your old car to your new, referring to the 'Removing Your Device' document.

Alternatively, your insurance broker can provide a new device - however this will be at a cost.

WHAT HAPPENS IF I NEED TO REPLACE MY VEHICLE BATTERY?

You will need to remove your device from the battery, fit the new vehicle battery and then reapply the device. Refer to the 'Removing Your Device' document.