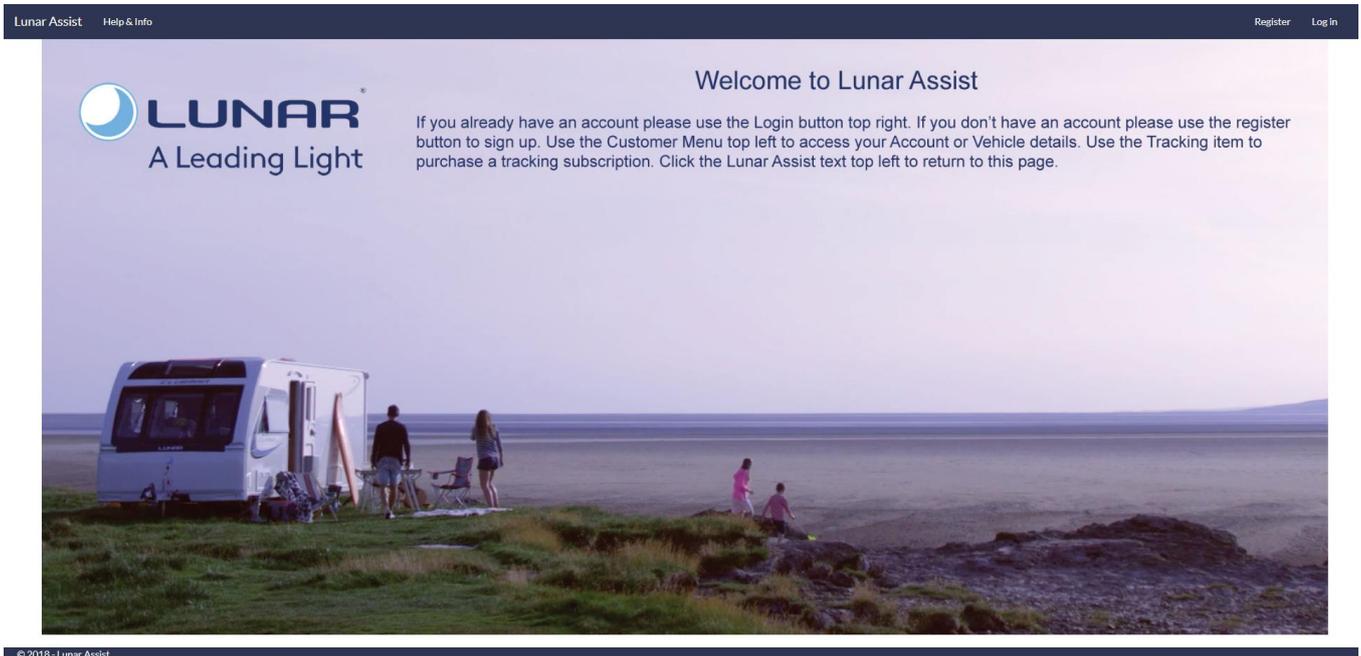


Welcome to Lunar Assist

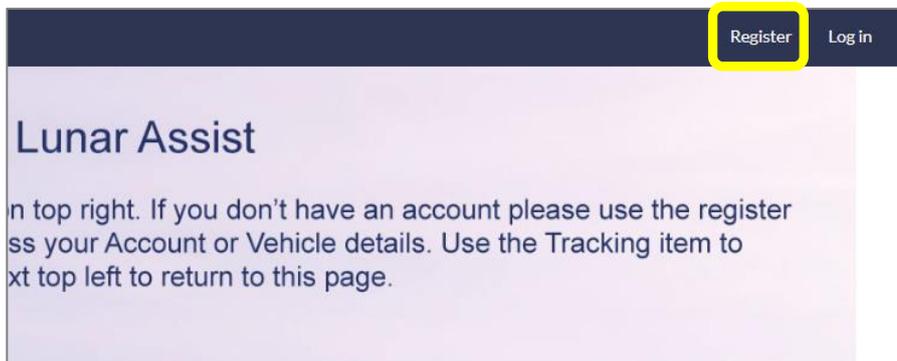
This guide will explain the features and operation of the new Lunar Assist vehicle monitoring and tracking system.



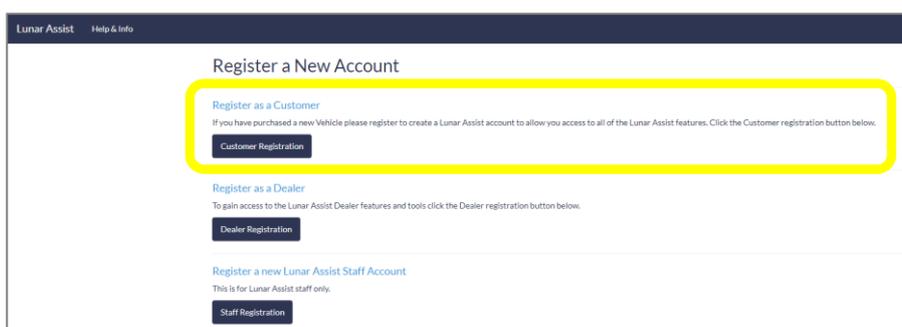
Start by going to www.lunarassist.com

1 Register (step 1)

Before you can use Lunar Assist you need to create an account.



Click the register button top right to register.



Then click the customer registration button.

Follow the onscreen prompts and fill in the required information.

Read and agree to the terms and conditions of use by ticking the box and clicking the register button.

The system will now send you a confirmation email.

2 Activate your account (step 2)

Before you can login to Lunar Assist you need to activate your account by clicking the link provided in the confirmation email.

When you receive the confirmation email, click on the 'click here to activate your account' link.

Clicking the link will activate your account and take you to the login screen.

Your account is now active and ready for your dealer to link your vehicle.

3 Link your vehicle (step 3)

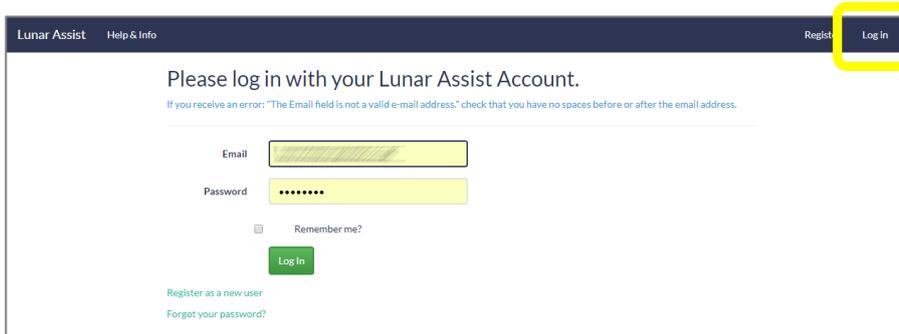
The next step is undertaken by your dealer when you purchase / collect your vehicle. They will require your email address that you used to create your account.

They will link your vehicle to your account which will activate the data communication to your vehicle and enable options for you to add a tracking subscription to your vehicle.

If you have already collected your vehicle and it is not showing in your account, please contact your dealer and request that they link your vehicle to your account.

4 Login to Lunar Assist

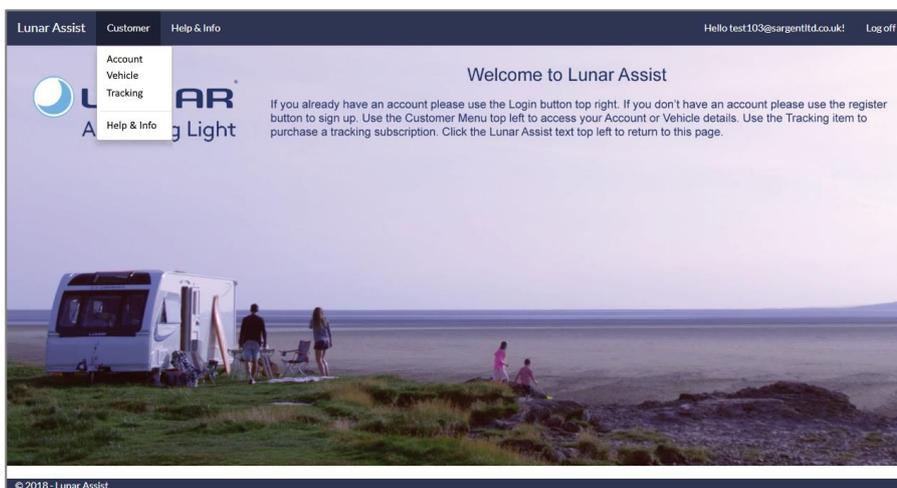
After you have collected your vehicle you can login and use the system
Return to www.lunarassist.com and click the login button (top right).



Enter your email address and password. Tick the box if you would like your details remembering.

Click the login button to login.

When logged in go to the customer menu (top left).

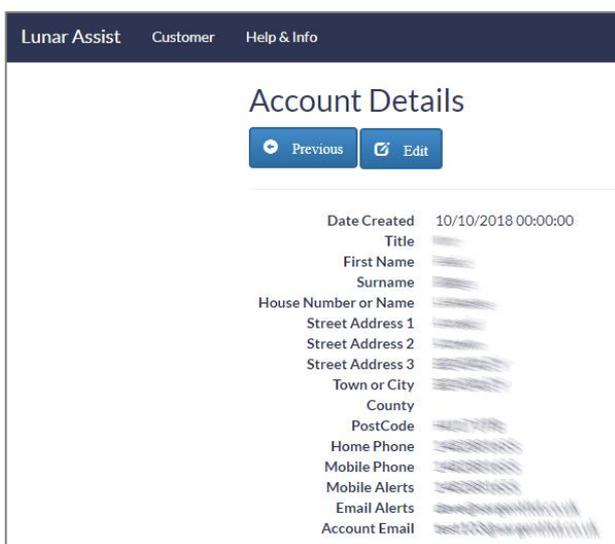


Refer to the help & info menu item for additional information.

You can return to this screen at any time by clicking on the Lunar Assist text top left.

4.1 Account

Click on the account menu item to view or edit your account details.

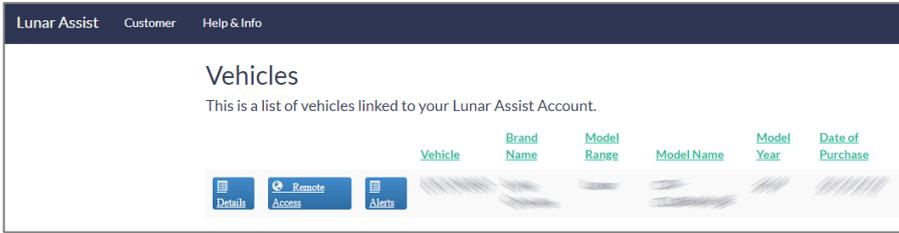


Click the edit button if you need to edit any of your details.

Click the previous button to return to the previous screen, or alternatively choose another item from the customer menu.

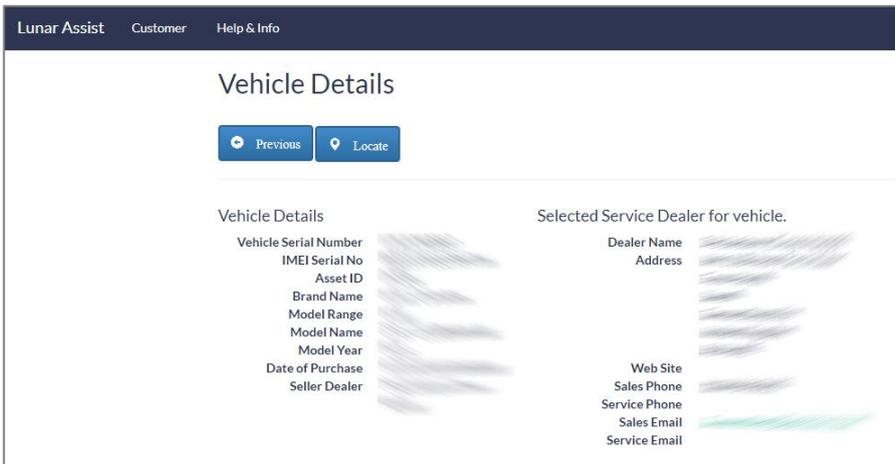
5 Vehicles

Click on the vehicle menu item to view information relating to your vehicle.



If you have already collected your vehicle and it is not showing in your account, please contact your dealer and request that they link your vehicle to your account.

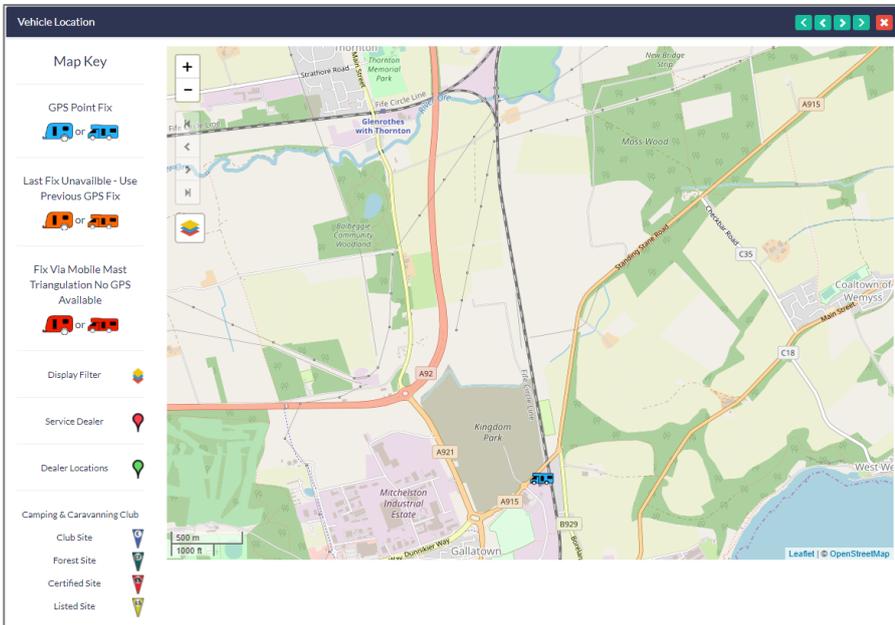
5.1 Vehicle details



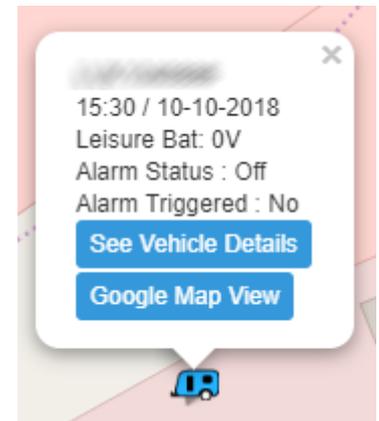
Click the details button to view your vehicles details.

Click the locate button to show the vehicle location. Note that locations are recorded at 6 hourly intervals, so the location could be up to 6 hours in the past.

Click the previous button to return to the previous screen, or alternatively choose another item from the customer menu.



On the map view, click the motorhome icon to view the latest data from your vehicle.

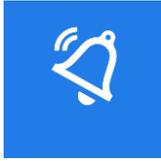


You can also use the display filter to add other points of interest like dealerships and campsites.

5.2 Vehicle alerts

On the vehicles screen, click the alerts button to view or set system alerts. When the screen opens your system alerts will be loaded.

System alerts can be used to alert you (via SMS text message or Email message) when a certain event occurs. You can enable or disable individual alerts or you can turn them all on or off with one action.

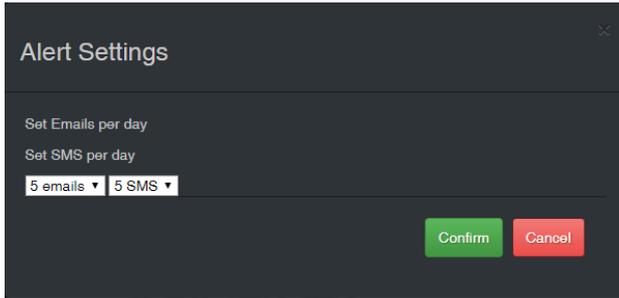


The first item in the list is used to enable or disable any alerts you have set. This acts as a master on / off for all of the alerts. Please enable the alerts before adjusting the individual settings. Alerts are enabled when the button is lit blue.



This alert relates to the alarm system in caravans. It can also be used with aftermarket alarms in motorhomes when suitably wired. Press the alert to adjust the settings.

All of the alerts work in a similar way. To enable the alert select the maximum number of emails and / or SMS text messages you would like per day. These limits allow you to control how often you will be contacted / disturbed by the alert. To disable the alert set both items to off.



Note that the Alarm trigger and Leisure battery voltage alerts work even if the EC700 power control system is shutdown. The other alerts need the EC700 system powered-up to operate.



The leisure battery and vehicle battery voltage alerts are enabled in the same way as the other alerts by setting the maximum number of emails and / or SMS text messages you would like per day. These alerts work from fixed system settings. If the battery voltage falls below 11.3V or rises above 15.4V the alert will be triggered.



Finally, when you have finished adjusting or setting the alerts, press the save button to save the alert settings.

Click the previous button to return to the previous screen, or alternatively choose another item from the customer menu.

5.3 Vehicle remote features

The remote features section allows to view information when away from your vehicle.

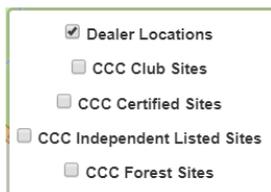


Press the locate button to view the latest vehicle location, review historical locations and view other map points of interest like dealer locations & caravan and camping club sites.

Click on the vehicle symbol to view the time, date and other system data. Click the Google map view button to view the location in Google maps.

To view historical data, first select a date and then click the get history button.

Click the  display layers button to access the points of interest selector.



Select the points of interest you would like to add to the map by ticking the relevant box.

Press the previous button to return to the remote features menu.



Press the levels button to remotely view system levels & information.

Press the download button to retrieve and display the latest data from your vehicle.



Press the history button to select and view vehicle system data for a selected time period.

The first step is to press the date button to select a date range. You can use the pre-set selections or set a 'from' and 'to' date from the calendar picker. Press apply to set the date range.

The next step is to press the download button to download your vehicles data.

Finally, press the create button to generate the graphs. At any point you can change the date selection range then repeat the steps above.

On a touch screen device you can 'pinch to zoom' in the chart area.



Press the Dealer button to view your dealer contact details, with links to their website, phone & email.

Click the previous button to return to the previous screen, or alternatively choose another item from the customer menu.

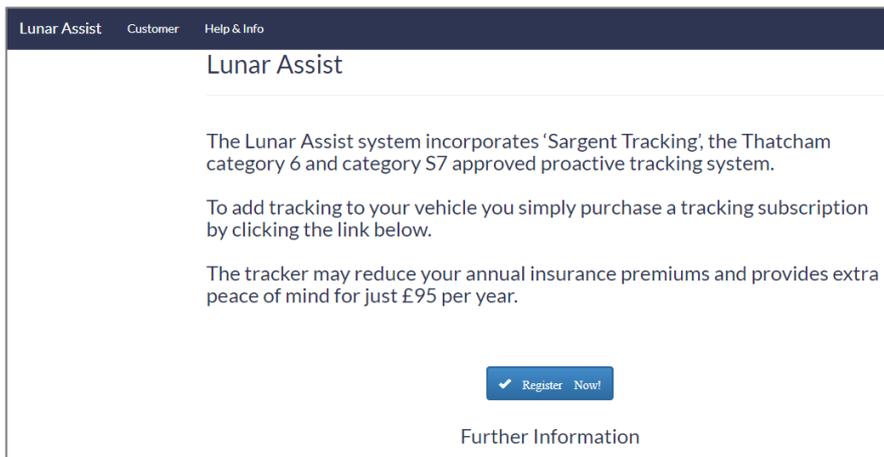
6 Tracking

The Lunar Assist system incorporates Sargent Tracking, a proactive tracking system that is approved to Thatcham category 6 and category S7 and may reduce your annual insurance premium.

The equipment is already installed in your vehicle, so you can add a Sargent Tracking subscription to your vehicle at any time after purchase of the vehicle.

6.1 Add a subscription

To add a tracking subscription, on the customer menu click Tracking.



Read the on-screen information to learn more about the tracking features, subscription price and terms of use.

Click the register now button to create a subscription.

6.2 Check details

Check your details and create a tracking account.

Create Tracking Account

This form will create a tracking account with the monitoring station. Once the account is created you can purchase a subscription to our tracking service. Please ensure the fields below are all correct before proceeding as this information will be used to verify account ownership by the monitoring station.

First Name: [] Surname: [] Address 1: [] Address 2: [] Post Code: [] City: [] Region: []

Date of Birth: [] Phone Number: + [] Mobile Number: + []

Accept evening calls from the monitoring station: Accept daytime calls from the monitoring station:

Further Information

Operation

The Lunar Assist system incorporates Sargent Tracking, the Thatcham category 6 and category S7 approved proactive tracking system. With a valid tracking subscription the tracker is armed / disarmed in a caravan when the Stinger 310 / 350 Alarm System is armed. It is disarmed when the alarm is disarmed. In a motorhome the tracker is armed / disarmed by the ignition key. When the ignition is turned off the tracker is armed. When the ignition is turned on the tracker is disarmed. The Thatcham approval certificates can be viewed [here](#) for category 6, TQA581 and [here](#) for category S7, TSC011

On the 'create tracking account' page, check the auto-filled information is correct then add the additional information required for the tracking subscription.

Your date of birth is required so that the monitoring station can confirm your identity if they need to call you.

The two phone numbers as the ones which will be used to contact you in the event of a theft.

Click the create account button to proceed.

6.3 Purchase a subscription

Tracking Account Details

The tracking account details are shown below. To purchase a tracking subscription please click the Purchase button next to the required vehicle below. After confirming your contact details you will be taken to our payment site.

Personal Details: First Name, Surname, Address 1, Address 2, City, Region, Post Code, Date Of Birth

Contacts: Note, Phone, Accept Day Calls, Accept Evening Calls

Subscription Ends	Build No.	Make	Model	Year
[]	[]	Lunar Caravans	C39 - CLUBMAN SB	2019

When the account is created the screen will refresh and a purchase button will appear in the vehicle section.

Note that if you have more than one vehicle these will be shown in a list with purchase buttons adjacent to each.

Click the purchase button to continue with the purchase.

Confirm Payment Details

Please check the details below and amend if required before proceeding to the checkout. By completing the payment process to purchase the Lunar Assist Tracking system, you will be allowed a 14 day cooling off period to cancel the subscription. Following this period we are unable to provide a refund, this is in line with your Consumer Rights.

Vehicle Details: Chassis Number, Brand Name (Lunar Caravans), Model Range (Lunar), Model Name (C39 - CLUBMAN SB), Model Year (2019), Date of Purchase (10/10/2018 00:00:00)

Select Length of contract: 1 Year Subscription, 2 Years Subscription, 3 Years Subscription

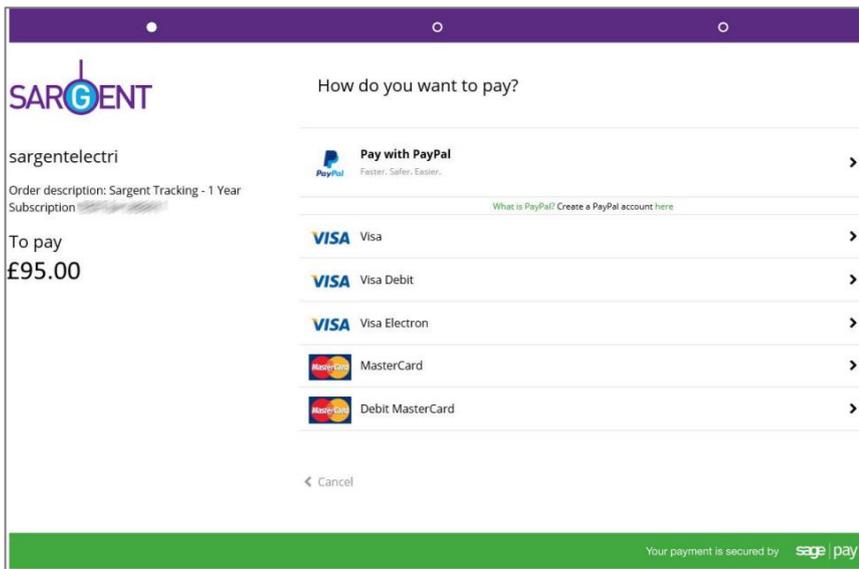
Voucher Code: []

Account Details: First Name, Surname, Email, Phone Number, Address Line 1, Address Line 2, Town or City, Postcode

Select the subscription length.

Prices are 1 year £95, 2 years £190 and 3 years £285.

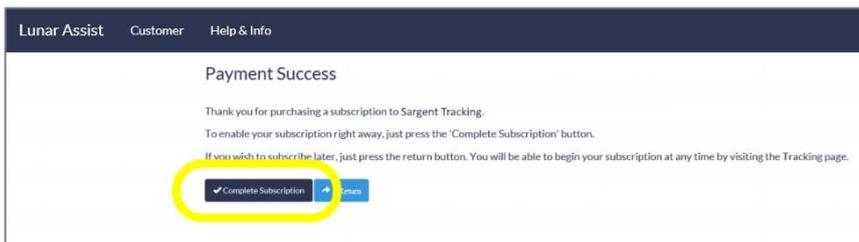
Click the 'proceed to checkout' button to make your payment.



You will be transferred to the Sargent Sage pay screen to make your payment via credit or debit card or by PayPal.

6.4 Activate the subscription

Now the final step is to activate the subscription.



Follow the onscreen information.

Click the 'complete subscription' button to start the subscription now.

If you wish to start the subscription later click the return button. You can then return to the tracking page at later date to activate the subscription.