

A WORD FROM THE PRESIDENT

Dear New Customer,

I would like to personally thank you for selecting Boomerang®, the most innovative and effective tracking device available today. With the Boomerang tracking device, you never have to worry about leaving your vehicle unattended.

Please find the following items in your Customer Care Kit:

- Two Transponders that you must attach to your key chains (one per key chain). These Transponders should NEVER be left in your vehicle;
- Your Service Agreement
- Your Warranty Card;
- Your Boomerang Customer Card that outlines the steps to follow in the event of a theft. **For security purposes, you are advised to keep this card on you at all times;**
- This Customer Guide that provides you with critical information, including a *Frequently Asked Questions* section.

Thank you once again for choosing Boomerang, the intelligent vehicle recovery solution. Enjoy the security and peace of mind of knowing that our in-house tracking team is standing by to protect your vehicle every second of the day.

Cordially,



Peter Lashchuk
President and CEO

WHY THE BOOMERANG TRACKING DEVICE?

In response to a growing demand for a more sophisticated and proactive tracking device, Boomerang Tracking developed the Boomerang device featuring “Instant Theft Notification”. In the event of any unauthorized vehicle movement, the Boomerang device will immediately send a signal to notify our Security Central of the theft. This early warning system dramatically reduces the response time of our in-house tracking team and increases the chance for a successful and speedy recovery of your stolen vehicle.

HOW DOES IT WORK?

Upon installation of the Boomerang device, you will receive two intelligent key chain Transponders, one of which must be kept with your vehicle’s keys at all times. If the vehicle becomes mobile without the presence of this Transponder, the Boomerang device will automatically notify the Boomerang tracking team, who will start tracking your stolen vehicle.

KEY BENEFITS

You are now benefiting from the most innovative vehicle recovery system providing you with:

- **Instant theft notification.** We will know your vehicle is stolen even if you don’t;
- **Instant response to theft.** If your vehicle is moved without the Transponder on board, the Boomerang device will automatically notify the Boomerang tracking team;
- **24/7 tracking capabilities** across North America;
- **Security and peace of mind** 24 hours a day.

BE ALERT !

- If you lose or break a Transponder, you must immediately contact Boomerang Tracking at 1.877.777.8722. It is important for your safety, to obtain a replacement. Additional Transponders can also be purchased, please contact Boomerang Tracking for more information.
- Your Transponders are water resistant – not waterproof!
- Your Boomerang unit and Transponders are equipped with batteries. We will notify you when they require replacement. Please do not delay in responding to this notice.

DO’S AND DON’TS

- Don’t leave either Transponder in your vehicle;
- If you have your vehicle towed, make sure that your Transponder is in your vehicle;
- Never mobilize your vehicle unless your Transponder is attached to your key chain;
- Don’t leave any indication that your vehicle is equipped with a Boomerang device in your car;
- Don’t miss maintenance appointments as failure to do so may affect our ability to track your vehicle in the event that it is stolen;
- If you give your car to any other person (spouse, friend or parking attendant), please make sure to leave the Transponder with them.

FREQUENTLY ASKED QUESTIONS

To provide you with a better value-added service, we have compiled a list of our clients’ most frequent questions:

Q: Who is Boomerang Tracking Inc.?

A: Founded in 1995, Boomerang Tracking Inc. (TSX: BMG) offers a seamless solution to the ever-growing concern for the protection and recovery of stolen vehicles, heavy equipment, cargo, marine equipment and other valuable assets.

Q: What is the Boomerang device warranty, guarantee and policy on reimbursement?

A: Boomerang Tracking provides a limited warranty on parts and labor covering manufacturing defects relating to the Boomerang devices (as per the terms and conditions of the warranty card).

In the unlikely event that we do not recover your stolen vehicle, we offer you two options: We will refund you the costs associated with your Boomerang device purchase including unit price, installation and service fees or we will provide you with a new Boomerang unit, including free installation and service fees, all subject to the terms and conditions outlined in your service contract.

Q: When will my Boomerang device be functional?

A: Once your Boomerang device is installed, it is immediately functional.

Q: Is there a recovery fee should my vehicle be stolen?

A: Yes there is a recovery fee that is applicable in the event that your vehicle is stolen. Unlike other companies, Boomerang Tracking offers you an in-house tracking team that is committed to locating your vehicle 24 hours a day.

This recovery fee, outlined in your service agreement, is often reimbursed by your insurer.

Q: Why don’t you provide your customers with a sticker that would warn potential thieves that the vehicle is equipped with a Boomerang device?

A: Boomerang Tracking’s success is attributable, in part, to the fact that no one but the installer knows where the device is installed. It may be hidden in many different undisclosed locations in your vehicle. If we would put a sticker on your vehicle, thieves may be tempted to look for the device and dismantle or cause damage to it.

Q: What happens if I change or sell my vehicle?

A: The Boomerang device is transferable to both a new vehicle and a new owner. It is important that you advise us about any changes by contacting our Customer Service Department.



BOOMERANG TRACKING INC. CUSTOMER SERVICE

HEAD OFFICE

10950 North Dallas Pkwy, Suite 400
Dallas, TX 75248
United States

T 972.361.8044

F 972.361.8043

REGIONAL OFFICE

23046 Avenida de la Carlota, Suite 600
Laguna Hills, CA 92653
United States

T 949.916.1901

F 949.203.2190

TOLL FREE

T 1.877.777.8722

F 1.888.234.8641

E-MAIL

info@boomerangtracking.com

WEB SITE

www.boomerangtracking.com

Compliance Statement (Part 15.19)
This device complies with Part 15 of the FCC Rules

Operation is subject to the following two conditions:

1. This device may not cause harmful interference, and
2. This device must accept any interference received, including interference that may cause undesired operation.

Warning (Part 15.21)
Changes or modifications not expressly approved by the party responsible for compliance could void the user’s authority to operate the equipment.



OWNER’S MANUAL

NEVER LEAVE THIS IS YOUR CAR