



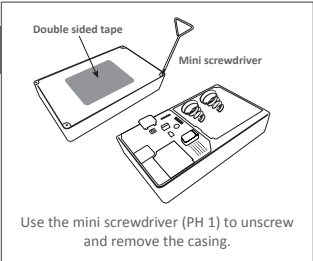
Connex Defence
User Manual

Connex Defence

Introducing Connex Defence - The ultimate protection for your vehicle

The **New Connex Defence** is a wire-free self-powered anti-theft device that functions as a powerful stolen vehicle recovery system based on Satellite GPS/GLONASS. The device is cost effective, easy to fit and compact size that can be covertly hidden anywhere in the vehicle.

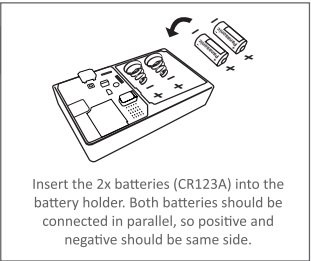
How to Install Batteries

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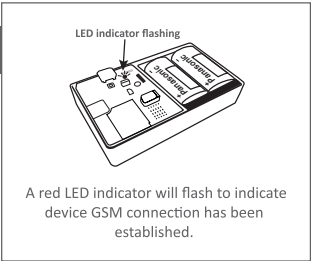
1

Double sided tape

Mini screwdriver

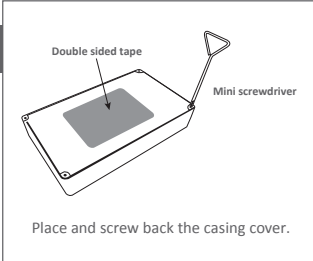
Use the mini screwdriver (PH 1) to unscrew and remove the casing.
- 

2

Insert the 2x batteries (CR123A) into the battery holder. Both batteries should be connected in parallel, so positive and negative should be same side.
- 

3

LED indicator flashing

A red LED indicator will flash to indicate device GSM connection has been established.
- 

4

Double sided tape

Mini screwdriver

Place and screw back the casing cover.

Device Positioning Guide

We recommend to position the anti-theft device at the area highlighted in **Figure 1** (vehicle passenger cabin) or **Figure 2** (rear luggage compartment).

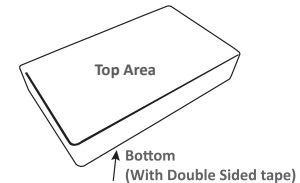


Figure 1
Vehicle passenger cabin



Figure 2
Rear luggage compartment

Please ensure the device top area is not covered by any metal panel to avoid signal disruption.



Connex Defence

Connex Mobile App

To access **Connex Defence** services, download “**CSE Connex**” mobile app from App Store or Google Play. Open “**CSE Connex**” app and sign in by entering your Login and Password which will be sent to you via SMS and email upon activation of the device.



Key Features



- Compact, wire-free and easy to hide anywhere in the vehicle



- Global roaming SIM



- Cannot be scanned/detected
- always sleeping



- Wakes up 3x a day to check for theft message



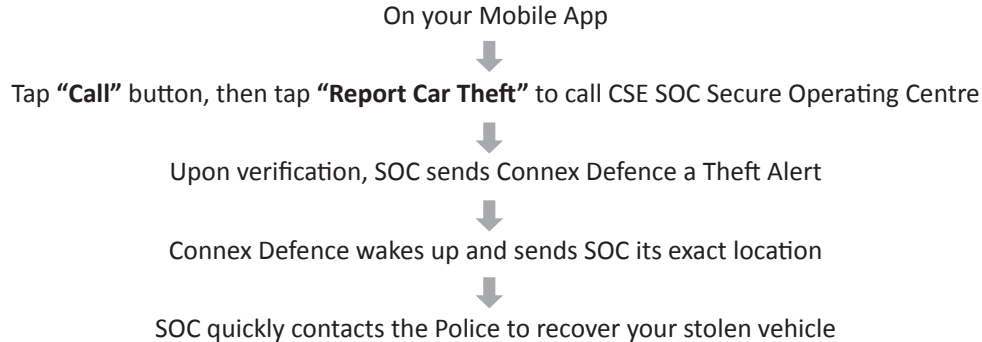
- Wakes up 1x a day to send location - *device health check*



- 2 years battery life

Connex Defence

How does Connex Defence work?



IMPORTANT!

In case your vehicle is stolen, please follow the procedure below:

Step 1

Tap **“Call”** button on Mobile App
or Call our 24/7 SOC at
+603 5888 0001 to
declare theft.

Step 2

Make a police report and
email to us at
customerservice@cse.com.my
together with the registered
vehicle number.

Step 3

Upon verification, our SOC
will activate stolen vehicle
recovery (SVR) process.

Step 4

SOC will then liaise with
the Police and keep you
updated on the theft
recovery progress.

Connex Defence

Compensation

Connex Defence offers an exclusive compensation payment to cover the implications associated with theft and accident.

Packages	Conditions	Connex Defence
Theft	If stolen vehicle is NOT RECOVERED within 14 days , compensation with cash (Note A.5)	RM2,000
Accident	In case of accident, compensation up to RM2,000 per year, maximum up to two claims per subscription year towards transport services (Note B.4) if insured with AXA SmartDrive Safe via CoverBox	RM2,000
Documents Required	<ol style="list-style-type: none"> 1. CG Claim form 2. Copy of Police report 3. Copy of your I.C. 4. Copy of insurance claim form (where applicable) 	<ol style="list-style-type: none"> 5. Copy of Registration card 6. Copy of repair invoice from authorised workshop 7. Copy of official receipt for transport service

A. Terms & Conditions for Theft:

1. If vehicle is stolen, press “Call” button on your Connex mobile app. Tap “**Report Car Theft**” to speak to our Secure Operating Centre (SOC) Consultant. Upon verification, our SOC consultant will then activate stolen vehicle tracking process on your vehicle.

Alternatively, you may call **03-5888 0001** to reach us directly. SOC will be working with the Police to recover the stolen vehicle. Recovery is done on a best-efforts basis as it is largely dependent on the sole discretion of the Police and many other factors.

2. **Theft Compensation** is only applicable for vehicles registered in our system with an active subscription at the time of theft.

3. If you remove or transfer **Connex Defence** to another vehicle without registering the transfer with us and in case this vehicle is stolen, we will still activate stolen vehicle recovery process on your stolen vehicle upon theft declaration. However, if we fail to recover your stolen vehicle, **Theft Compensation** will not be applicable.

4. Our system is designed to perform periodical automatic health checks. In case of a health check failure alert or low battery alerts, you will receive a push/email notification. Upon receiving the push/email notification, you are required to call our SOC at **+603 5888 0000** soonest possible to make arrangements for your vehicle to be checked. Any delays to troubleshoot the unit may affect the provision of SVT and/or eCall services.

5. To initiate a claim, you are required to fill up a “**Notice of Claim**” form available from our SOC.

6. **Theft Compensation** is not applicable for commercial vehicles. “**Commercial vehicle**” status is determined with reference to the vehicle registration classification with JPJ.

7. All compensations are subject to change without prior notice.

B. Terms & Conditions for Accident

1. Accident transport allowance is only applicable if insured with **AXA SmartDrive Safe** via **CoverBox**.

2. Call our Customer Service @ **+603 5888 0000** immediately to make a report to confirm your Compensation entitlement.

3. Claims must be made within **2 months** from the incident date.

4. Claim for reimbursement is only valid for the period when the vehicle is under repair and has a daily sub-limit up to **RM500**.

5. Transport services claim include towing, car rental or taxi fare.

Connex Defence

Removal/Transfer of device

If you wish to remove/transfer the device to a new vehicle, please contact our **CSE SOC at +603 5888 0000**.

Device battery low alert

The device has a battery life of up to 2 years when running on default settings. Constantly using the device in theft recovery mode will reduce battery life up to several days. If your device battery is low, you will receive a push/email notification. Replace the batteries immediately. Battery type CR123A can be purchased at any authorised dealers or electronic shops.

Note

When there is a theft event and tracking has been initiated, it will constantly transmit its location which will sufficiently reduce battery life. You need to replace new batteries after this event.

Daily health check notification

If the device is not responding or fail to transmit data for 3 days (e.g. due to depleted battery or vehicle located in an area with no network connection), you will receive a push/email notification.

Important

In case of health check failure, you need to contact our **CSE SOC** to troubleshoot the fault as soon as possible.

Important

In order to receive low battery and health check failure alerts, it is important to update us if your mobile number or email address is changed by calling our **CSE SOC at +603 5888 0000**.

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Service renewal

When you purchase the **Connex Defence** package, it includes complimentary 1 year service effective from the date of contract activation. A service renewal reminder will be sent to you 1 month before the end of your service. You can call our SOC Customer Service for renewal enquiries.

Change of details

Should any of your following details change, call our SOC Customer Service:

- Change of mobile number
- Change of email address
- Transfer device to a new vehicle

Warranty

The warranty of the Product is 3 years (exclude battery) from the date of contract activation except in the event of loss or damage due to misuse, tampering, wilful default to gross negligence by the Customer.

CSE undertakes at its cost and expense, to repair or rectify defects or faults in the Product or replace the same for the Customer if necessary.



Note

All features and specifications are subject to change without prior notice.

Contact Us

For more information, contact our CSE SOC (24/7 Secure Operating Centre):

Tel: +603 5888 0000

Report Car Theft: 24 hours daily

Customer Service: Mon to Sat, 9am to 7pm

Email: customerservice@cse.com.my

Website: www.cse.com.my