

Swift Command / EC600 FAQ's

1 Tracking

1.1 How do I add tracking

You subscribe from within the Swift Command web site (if you don't already have a Swift Command account please register for one at www.swiftcommand.co.uk).

When you are logged in, go to the Tracking page where you will find information and operational details for the tracking system. If you wish to purchase tracking click the 'Register now' button.



Swift Command Tracking



Swift Command Tracker is built in to all 2017 Swift vehicles and forms part of the Swift Command system.

The unit is Thatcham Category 6 approved, provides European coverage and is ready for use, all you need to do is purchase a tracking subscription by clicking the link below.

The tracker may reduce your annual insurance premiums and provides extra peace of mind for just £95 per year.

[Register Now!](#)

[Further Information](#)

Confirm (and amend) your details on the 'Create Tracking Account' page and add your date of birth (which is used by the monitoring station to confirm who you are).



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 the Swift Command Tracker 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	<input type="text"/>	Date of Birth	<input type="text"/>
Surname	<input type="text"/>	Phone Number	+44 <input type="text"/>
Address 1	<input type="text" value="Dunswell Road"/>	Mobile Number	+44 <input type="text"/>
Address 2	<input type="text" value="Cottingham Cottingham"/>	Accept evening calls from the monitoring station	<input checked="" type="checkbox"/>
Post Code	<input type="text" value="HU16 4JX"/>	Accept daytime calls from the monitoring station	<input checked="" type="checkbox"/>
City	<input type="text" value="Cottingham"/>	Create Account Cancel	
Region	<input type="text" value="North Humberside"/>		

Click the create account button to proceed to purchase.



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 Andrew
Surname Newhall
Address 1 Dunswell Road
Address 2 Cottingham Cottingham
Post Code HU16 4JX
City Cottingham
Region North Humberside
Date Of Birth
[Edit](#) [Details](#)

Contacts

Note	Phone	Accept Day Calls	Accept Evening Calls	
No Note	+ 44	True	True	Edit
No Note	+ 44	True	True	Edit

Vehicles

Subscription Ends	Chassis No.	Make	Model	Year
Purchase	MH04805	Swift Motorhomes	Kon-Tiki 635 - Low MH5F 2017	2017

Confirm that all your details are correct and then click the Purchase button to choose the subscription length make your card payment. When the payment is complete you are returned to the 'Tracking Account Details' page. The Purchase button changes to an 'Activate' button. Click the button to start your subscription. Tracking is now live.

1.2 How much does it cost

Tracking subscriptions are £95 per year including VAT. You can purchase a 1, 2 or 3 year subscription. There is no discount for purchasing multiple years.

1.3 How does it work

When you have subscribed and activated the tracking your caravan or motorhome is monitored 24 hours per day by the Swift Command monitoring station. In a caravan the system is 'armed' when you arm the Stinger Alarm System, or for caravans without an alarm system, when you arm the tracking keypad. In a motorhome the tracker is 'armed' when you turn the ignition off.

If the alarm is triggered or if the vehicle is moved whilst armed the monitoring station will be informed, and they will then call you to confirm theft or fault. In a theft situation they will liaise with the Police to track and recover your vehicle.

1.4 What is Thatcham approval

Thatcham Research are a UK Product Assessment and Certification organisation that test and approve safety and security products for the insurance industry. Swift Command Tracker is approved under Thatcham Quality Assured Category 6 'Stolen Vehicle Tracking'. Further details and the approval certificate can be found at www.thatcham.org

1.5 How do I know if my subscription is active

When your tracking subscription has been activated you will receive a certificate via email detailing your vehicle and the cover period. You can reprint this certificate at any time by viewing vehicle detail on the Swift Command Tracking page.

2 Bluetooth / use inside vehicle

2.1 Phones / devices, mine isn't working

Your phone must support the newer Bluetooth 4 (or Bluetooth Low Energy BLE) standard. Some older phones (over 4 years) or some budget phones may not support this standard.

2.2 Pairing, problems and differences between Android & iOS

The pairing process for Apple iOS and Android are different. Please see the Swift Command user guide before trying to pair a device. We have produced help videos to guide you through the pairing process. These can be found on the Sargent web site in the support / information section.

<https://sargentltd.co.uk/tech-support/support-information>

2.3 Loss of connection

If your device goes to sleep, the screen auto-locks, you change to another App or another paired device connects to the system the Bluetooth connection will be disconnected. You will need to reconnect when you wish to use the Swift Command App again.

If you use the remote features part of the App whilst connected via Bluetooth in your caravan or motorhome the Bluetooth connection will be disconnected and disabled for 5 minutes to avoid any conflicting signals.

On iOS you can change the auto-lock time (settings/general/auto-lock) or on Android you can change the sleep time (settings/display/screen timeout, sleep or similar).

3 Remote features / use at home (or out and about)

3.1 How do I connect

If you would like to use the remote features section of the App you need to enter your Swift Command account details (email and password) on the App account page and select your vehicle. To help with all app features we have produced a help video. This can be found on the Sargent web site in the support / information section. <https://sargentltd.co.uk/tech-support/support-information>

3.2 The buttons are all greyed out

The remote feature buttons will be greyed out if the App doesn't know your account and vehicle details. See 3.1 above.

4 Heating control

4.1 Its not working, the heating temperature or setting doesn't change

There are a number of things that need setting up / configuring before you can control the heating system. These will normally be setup by your dealer, but here are the things to check.

The system can work with heating systems from Alde, Truma and Whale. The default setting is Alde, but is changed to Truma or Whale as required. When connected via Bluetooth the heating page will show the heating type at the top of the screen. If this doesn't match the heating appliances please contact support@swiftcommand.co.uk

For Alde heating systems, the Alde control panel needs setting to accept commands from '3rd party panels like our EC600 and the EC620 control panel needs setting to send commands.



At the Alde control panel access the settings menu using the spanner button. Then press the down arrow until you see the Installed Accessories button.

Press the installed accessories button to display the screen shown right.

Press to add a tick next to 'External Panel' or '3rd Party Control Panel'.

Do not change any other settings



At the EC620 control panel use the up or down arrows to scroll to the 'Heater Settings' item.

Press the select button (left arrow) to enter the settings.

Press the select button until the display shows 'Control = Timer'

Scroll up to 'Exit Settings' and press the select button.

4.2 How to I test the operation

Make sure the clock on the EC620 control panel is showing the correct time.

Scroll to the heating settings and set Control = Timer

Scroll down and set Electric to 2KW, leave Gas as Off

Scroll down further until you reach a timer that covers the current time (say Timer 3 16:40 to 22:00) if the time is 6pm

Scroll down and set the Heating temperature to say 28 deg C

Scroll down further to exit

The EC620 should now communicate with the heater and request that it turns on 2KW with a target temperature of 28 deg C.

If this process doesn't work please contact support@swiftcommand.co.uk

5 AC Current limiter

5.1 How does it work

The AC Current Limiter works by measuring the current (Amps) being drawn from the site supply / hook up. If this exceeds a set limit the system will reduce the power being used by the heating system / water boiler until the demand falls back below the set limit. For example if the limit is set at 13A and the hot water is working on 2KW (about 8.7A) and you boil a 1.7KW kettle (about 7.4A) this gives a total of 16.1A, so the system will reduce the hot water setting to 1KW bringing the total current down to 11.75A (4.35A + 7.4A).

Please note that the system can only control the power being used by the heating system / water boiler, it cannot control the microwave, hob or 230V socket outlets.

5.2 How do I test it

Firstly, you need to ensure the heating system is setup to be controlled by the EC600 system (see heating section above) so that the heating can be turned down automatically if required.

At the EC620 control panel scroll to the AC Limiter screen. The centre of the display will show the live current (in Amps) being used by your vehicle. With the heating on and set to 2KW the display should show 8.7A (and if the battery charger is switched on, this may be about 3A higher).

Set the AC Limiter to a value an amp or so higher than the reading (say 10A). Now turn on the electric hob, the value will increase to about 13A (8.7A + 4.3A) and after a few seconds the limiter will activate and reduce the reading load so that the reading is lower than 10A. Now turn the hob off and after several seconds the heating will come back on.

6 Swift Command account

6.1 Why do I need an account

You need a Swift Command account to take advantage of the Swift Command features like remote alerts, remote levels and remote control. You also need an account if you wish to add a tracking subscription.

6.2 What information do you keep and who do you share it with

Full details of our data policy and what information is stored is available in the help section at www.swiftcommand.co.uk

Swift Command is operated and maintained by Sargent Electrical Services Limited in conjunction with The Swift Group Limited.

Here are the terms and conditions to use Swift Command.

- 1) Data relating to your account, including name, address, email address, phone number and vehicle serial number will be stored on a Microsoft secure server and will be made available to Sargent Electrical Services Limited, The Swift Group Limited and registered Swift Group dealers and engineers.
- 2) System data from your vehicle, including battery voltage levels, water levels, temperature and humidity along with GPS location data will be stored on a Microsoft secure server and will be made available to Sargent Electrical Services Limited, The Swift Group Limited and registered Swift Group dealers and engineers. The data will be used for diagnostic and analysis purposes and to provide help and assistance.
- 3) None of the data covered in the points above will be shared with any third parties, with the exception of data requests from legal bodies, government agencies or the police.