



MotoGuardian

Always aware. Always Protecting.

MotoGuardian Subscription Terms

Version 1.0

The Helix Alliance Limited

Company Number: 818418

Effective Date: 16 July 2026

Last Updated: 16 July 2026

Document Control

Version	Date	Changes
1.0	July 2026	Initial Draft
2.0	16 July 2026	Legal review, GDPR improvements, subscription clarification, publication version

MotoGuardian Subscription Terms

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Introduction

These Subscription Terms explain how MotoGuardian Subscription Services operate, including activation, billing, renewals, cancellations, service availability and the connected services available during an active subscription. They form part of the contractual agreement between The Helix Alliance Limited trading as MotoGuardian and each Customer.

1. Subscription Provider

The Helix Alliance Limited

Trading as MotoGuardian

Company Number: 818418

Registered Office: Tooban, Burnfoot, County Donegal, Ireland

Website: www.motoguardian.ie

General Enquiries: info@motoguardian.ie

Support: support@motoguardian.ie

2. What Your Subscription Includes

Real-time GPS tracking, journey history, analytics, GPX export, crash detection, emergency contact notifications, geofence monitoring, tow-away alerts, battery disconnect alerts, maintenance reminders, secure cloud synchronisation, mobile app services, firmware/software updates, secure SIM connectivity and eligible future platform enhancements.

3. Included Subscription

Every MotoGuardian Device includes 12 months of Subscription Services unless otherwise stated. The included subscription begins when the Device is first activated.

4. Subscription Renewal

Following expiry, Customers may renew at the prevailing subscription price. At the Effective Date the standard monthly subscription is €7.99.

5. Automatic Renewal

Subscriptions automatically renew unless cancelled before renewal.

6. Failed Payments

MotoGuardian may issue reminders, retry payment collection and suspend or terminate services where payment remains outstanding.

7. Suspension of Services

Services may be suspended for overdue payment, suspected fraud, breach of the Terms, legal requirements or maintenance.

8. Cancellation by the Customer

Customers may cancel automatic renewal at any time. Cancellation prevents future renewals but normally does not refund the current subscription period.

9. Expiry of Subscription

Customers retain ownership of the Device but cloud-based features cease until the subscription is renewed.

10. Subscription Price Changes

Price changes apply only from the next renewal after reasonable notice.

11. SIM Connectivity

Subscription fees contribute towards SIM management, mobile connectivity, cloud infrastructure, software development and platform support.

12. Service Availability

Availability depends on GPS reception, mobile coverage, internet connectivity, cloud infrastructure and third-party providers.

13. Software Updates

MotoGuardian may provide firmware and software updates to improve security, functionality and compatibility.

14. Future Platform Enhancements

MotoGuardian may introduce additional features, premium plans and partner integrations.

15. Service Level and Planned Maintenance

MotoGuardian targets high service availability. Planned maintenance will be communicated where reasonably practicable; emergency maintenance may occur without notice.

16. Limitation of Service

MotoGuardian enhances motorcycle security but does not guarantee prevention of theft, recovery of stolen motorcycles or uninterrupted operation.

17. Consumer Rights

Nothing in these Terms limits statutory consumer rights.

18. Changes to these Subscription Terms

MotoGuardian may update these Terms from time to time and will provide notice of material changes where appropriate.

19. Contact Us

The Helix Alliance Limited

Trading as MotoGuardian

Website: www.motoguardian.ie

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Our Commitment

MotoGuardian was created by riders, for riders. Your subscription supports connectivity, cloud infrastructure, ongoing maintenance and continuous innovation.