



MotoGuardian

Always aware. Always Protecting.

MotoGuardian Warranty Policy

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

MotoGuardian Warranty Policy

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1. Warranty Provider

The Helix Alliance Limited trading as MotoGuardian, Company No. 818418, Registered Office: Tooban, Burnfoot, County Donegal, Ireland.

General enquiries: info@motoguardian.ie

Technical support: support@motoguardian.ie

2. Warranty Period

Every MotoGuardian GPS tracking device includes a 24-month limited hardware warranty commencing on the date the Device is delivered to the Customer. The warranty applies to the physical hardware only. Subscription services and software are governed separately.

3. What the Warranty Covers

MotoGuardian may repair or replace defective hardware, replace defective components, provide an equivalent replacement product or an appropriate refund where required by law. The warranty covers manufacturing defects, defective materials, workmanship defects and hardware failures during normal intended use.

4. What the Warranty Does Not Cover

The warranty excludes accidental damage, misuse, incorrect installation, unauthorised modification or repair, cosmetic damage, water ingress caused by incorrect installation, theft, fire, flood, vehicle electrical faults, collision damage, third-party software and force majeure events.

5. Software, Connectivity and Subscription Services

The hardware warranty does not guarantee uninterrupted GPS reception, mobile network coverage, cloud availability, third-party services or subscription services beyond the purchased subscription period.

6. Customer Responsibilities

Customers must install the Device correctly, use it for its intended purpose, retain proof of purchase, report faults promptly and cooperate with reasonable troubleshooting requests.

7. Making a Warranty Claim

Claims should be submitted to support@motoguardian.ie with proof of purchase, order number, Device serial number and a description of the fault.

8. Inspection and Testing

MotoGuardian may request the Device is returned for inspection to determine whether the fault is covered by this Warranty Policy.

9. Advance Replacement Service

MotoGuardian may, at its reasonable discretion, offer an Advance Replacement Service for eligible claims. A replacement Device may be dispatched before inspection, subject to stock availability and reasonable checks. Customers must return the original Device within the requested timeframe. Failure to return the original Device may result in the replacement Device being charged at the current retail price.

10. Repairs and Replacements

Replacement Devices may be new or professionally refurbished and continue for the balance of the original warranty period or ninety (90) days from replacement, whichever is greater.

11. Return Shipping

For valid warranty claims MotoGuardian will arrange or reimburse reasonable return shipping costs where required by law or agreed in advance.

12. Customer Data

Customers should synchronise their account before returning a Device where possible. MotoGuardian will use reasonable efforts to preserve account information but cannot guarantee recovery of all data.

13. Warranty Limitations

MotoGuardian enhances motorcycle security and rider safety but does not guarantee prevention of theft, recovery of stolen motorcycles, accident prevention, uninterrupted operation or emergency notification in every circumstance.

14. Consumer Rights

Nothing in this Policy limits statutory rights under applicable Irish or UK consumer legislation.

15. Changes to this Warranty Policy

The Company may update this Warranty Policy from time to time. The version applicable on the purchase date applies unless a later version provides greater customer protection.

16. Contact Us

The Helix Alliance Limited trading as MotoGuardian

Website: www.motoguardian.ie

General enquiries: info@motoguardian.ie

Warranty & Technical Support: support@motoguardian.ie

Our Commitment

MotoGuardian was created by riders, for riders. Where a genuine hardware fault occurs, we will seek to resolve the issue quickly, fairly and efficiently. Our aim is to deliver customer service that reflects the trust riders place in MotoGuardian.