

Pioneer Cycle Sports – General FAQ

| FAQ's for Pioneer Power Meters | | |
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| QA1 | Does Pioneer's Power Meter work with Garmin? | Yes, Pioneer's power meter communicates in ANT+ which is a universal standard. All products ship ready for installation as an ANT+ power meter. |
| QA2 | Is Pioneer's Power Meter only available for Shimano Cranksets? | Pioneer has the widest coverage for Shimano cranksets and crank arms. Recently, Pioneer expanded beyond Shimano by offering expanded Dual Leg Kit coverage for Campagnola Potenza 11. In additions, Pioneer's Left Side Kit is now compatible for Cannodale Si & Si-SL2, Campagnola Potenza 11 and Shimano XTR Trail & XT. |
| QA3 | Does Pioneer's Power Meter work on 10 Speed Dura-Ace or Ultegra cranksets? | Pioneer's Power Meter is only available for 11-speed Shimano Dura-Ace 9000 & R9100 and Ultegra 6800 cranksets. |
| QA4 | How long is the battery life on the power meter? | Pioneer has 180 hours of battery life. Consumers can easily replace the 2032 batteries with no additional service required. In the event that a battery expires on one leg during a ride Pioneer has a unique feature that automatically doubles the "Live" side so you can still receive data from that ride event. When you return home and replace the battery, the power meter will return back to dual leg mode. |
| QA5 | Does the power meter have Bluetooth? | Pioneer does not support Bluetooth at this moment. |
| QA6 | Do I have to have a Pioneer Computer to see the Force Vectors and Pedaling Efficiency metrics? | To see and learn from the additional HDPower Metric data being collected from the power meter you must use Pioneer's Cycle Computer. Along with the computer you will be provided free access to Pioneer's cloud analysis site where you can review detailed ride data. |
| QA7 | What is the warranty on Pioneer Power Meters? | Pioneer has a 2-year limited warranty on its cycle sports products. |
| QA8 | If I purchase a Single Leg Power Meter form Pioneer can I ever upgrade to a Dual Leg power meter? | Pioneer provides the consumer the flexibility to upgrade to dual leg at a later date. When purchasing the second side, the power meter will easily reconfigure as a dual leg power. |

FAQ's for Pioneer Power Meter Kits

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| QA1 | Can the dealer or retailer install the kit themselves? | Pioneer's Centralized Installation Center in Long Beach California is the only place that installation can be performed. |
| QA2 | How long does the Kit process take? How long will my customer be without their crank or crankarm? | The dealer or consumer is responsible for shipment to Pioneer's Installation Center located in Long Beach, CA. When it arrives, it will take 48 hours to complete the installation and calibration process. Pioneer will return the completed power meter crankset via second day return shipping. In-short, once it arrives at Pioneer's Installation Center most we intend to return it within 4 business days. |
| QA3 | Can the dealer swap chain rings or does it have to be sent to Pioneer for swapping and re-calibration | Chain rings can be exchanged or swapped by a bike mechanic. There has to be care given to the process by the mechanic so as not to damage the power meter's umbilical cord connecting the transmitter, but it can be done at shop. No factory calibration has to be done after a chain ring swap. |

FAQ's for Pioneer Cycle Computers

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| QA1 | Does Pioneer's computer have GPS? | Pioneer cycle computer includes not only GPS for positioning but, an Altimeter, thermometer and Barometer for Altitude, Temperature and sensing atmospheric pressure. |
| QA2 | Does Pioneer's computer do navigation? | The Pioneer cycle computer does not provide a navigation or Strava live notification. |
| QA3 | Can my data be forwarded to Strava? | When using Pioneer's cycle computer, once set-up, all ride data will be forwarded to Strava and Training Peaks via built-in Wi-Fi after every ride. |
| QA4 | How long is the battery life on the cycle computer? | The cycle computer will operate for up to 12 hours when fully charged. |
| QA5 | Can I use Pioneer's cloud service with a Garmin? | Pioneer's Cyclo-Sphere Cloud service is only compatible with Pioneer cycle computers. |

Additional Support Resources:

www.PIONEERisKING.com

Installation Questions – Email: cycle-sports@pioneer-usa.com

Installation Support:

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| 1. Single Leg Power Meter with ANT+ Computers | https://www.youtube.com/watch?v=HC1G9iFuVIs |
| 2. Single Leg Power Meter with Pioneer Computer | https://www.youtube.com/watch?v=fNFCPBSImwk |
| 3. Dual Leg Power Meter with ANT+ Computers | https://www.youtube.com/watch?v=gnOuTp9Nq34 |
| 4. Dual Leg Power Meter with Pioneer Computer | https://www.youtube.com/watch?v=NqVPvgd12Cl |