

CANYON

CANYON APP

MY CANYON, MY RIDE, CONNECTED.



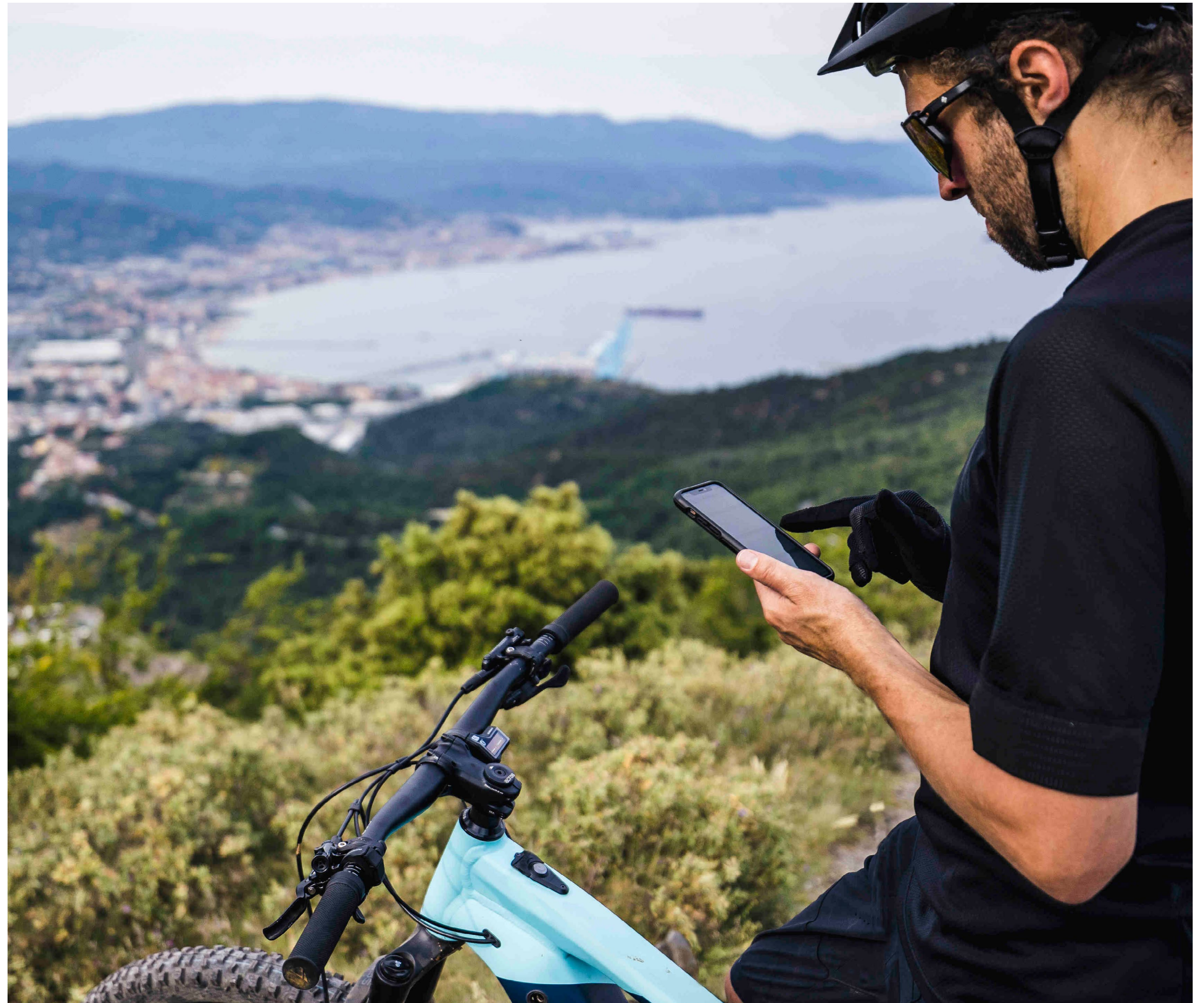
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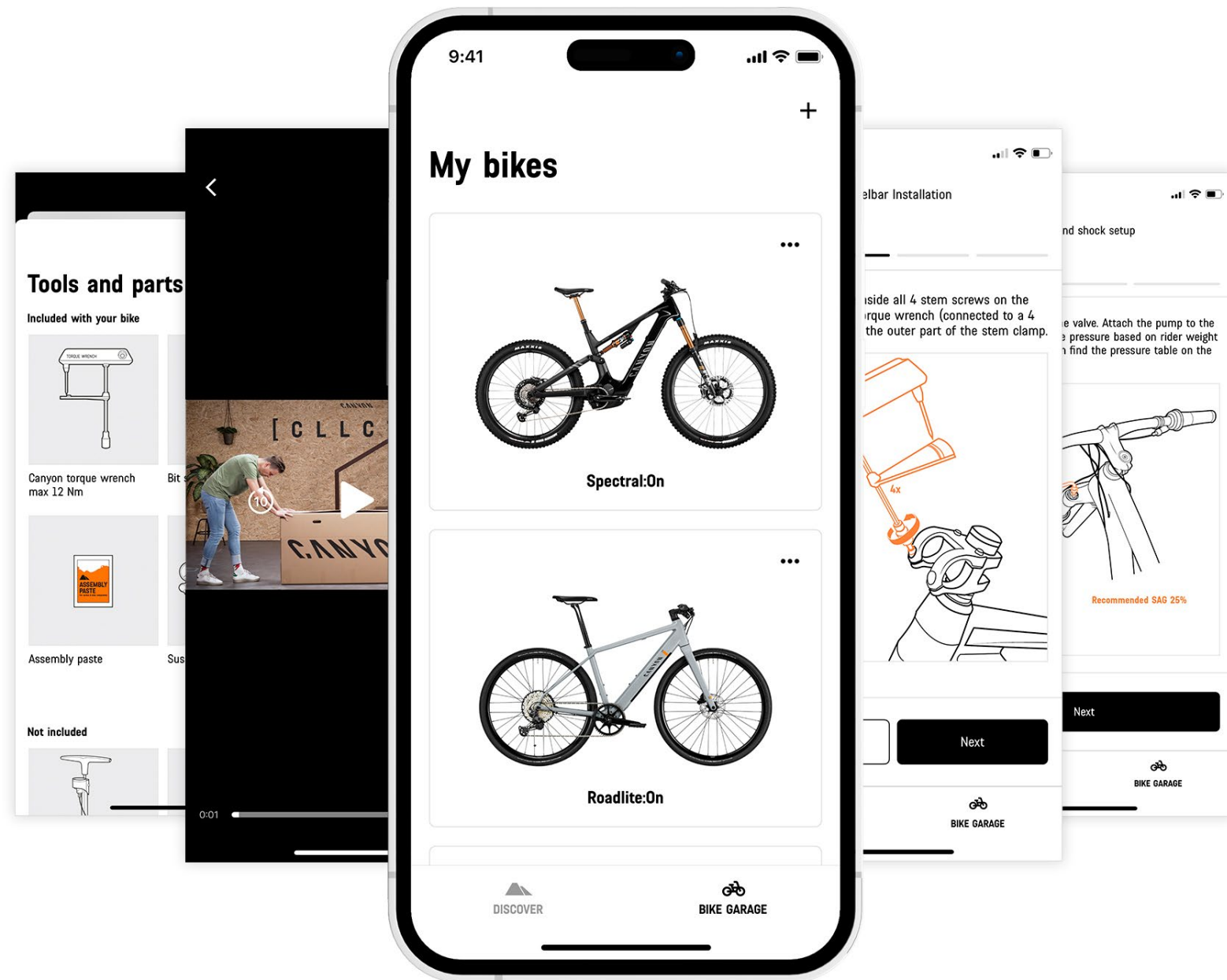
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MY CANYON, MY RIDE, CONNECTED

Rolling stress-free. That's the way cycling should be. And now, Canyon Bicycles are opening up the simple joy of riding to more people than ever before with the new Canyon App. A pocket partner that empowers everyone to get the most out of their Canyon bike.

Put simply, the Canyon App uses the latest mobile technologies to give the riders the support they need, right at their fingertips and on demand whenever they need it.





KEY FEATURES AT A GLANCE

YOUR BIKE'S SPECS AND MEASUREMENTS AT A GLANCE: DIGITAL BIKE GARAGE

Just load your Canyon bikes to the app's digital garage for an overview of curated content – including build and setup guides, specs, and frame measurements – for those specific models. It's the simplest way to access all relevant content and information for your bike.

UNBOX YOUR BIKE AND GET RIDING IN MINUTES: EASY-TO-FOLLOW ASSEMBLY GUIDES

With detailed step-by-step videos and guides, bike unboxing and assembly is as simple as constructing a flat-pac wardrobe. No special mechanical skills or prior knowledge required. You don't have to be a mechanic to enjoy a smooth, safe, dialled-in ride on your new bike.

KEEP YOUR BIKE IN SHAPE: EASY-TO-UNDERSTAND MAINTENANCE GUIDES

You'll be up to speed and replacing tyres, brakes, and chains in no time with the app's handy guides, videos, and tutorials. A bike that's well maintained is a bike

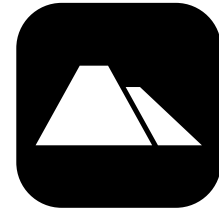
that's safe and smooth to ride. Find out how to clean your bike after a heavy ride. Learn how to maintain your bike along the way. Discover when and how to replace certain parts to keep your ride safe. The app has everything you need to keep your bike in top shape.

PARK UP WITH CONFIDENCE: ADVANCED THEFT PROTECTION AND GLOBAL GPS TRACKING

Retrieving a stolen bike just got a whole lot easier. For extra security and peace of mind, you can pair selected Canyon bikes with the app to track the bike's location. Park up and lock up, just enjoy your day with no worries or concerns.

EXTRA FEATURES, AND EVEN MORE TO COME

But that's not all. Alongside other features available at launch – including quick and simple bike insurance and motivational content from Canyon's pro riders – Canyon are at the beginning of an ambitious development roadmap that will see a wide range of new features added over the coming months and years.



QUICK START GUIDE

It only takes a couple of minutes to get up and started with the Canyon App.

DOWNLOAD THE CANYON APP

- Get the app on the Apple App Store and Google Play store, just like any normal app.
- You can also scan the QR code to download directly.
- To make sure everything works perfectly, please update your phone to; iOS 15 / Android 7.1 or newer.

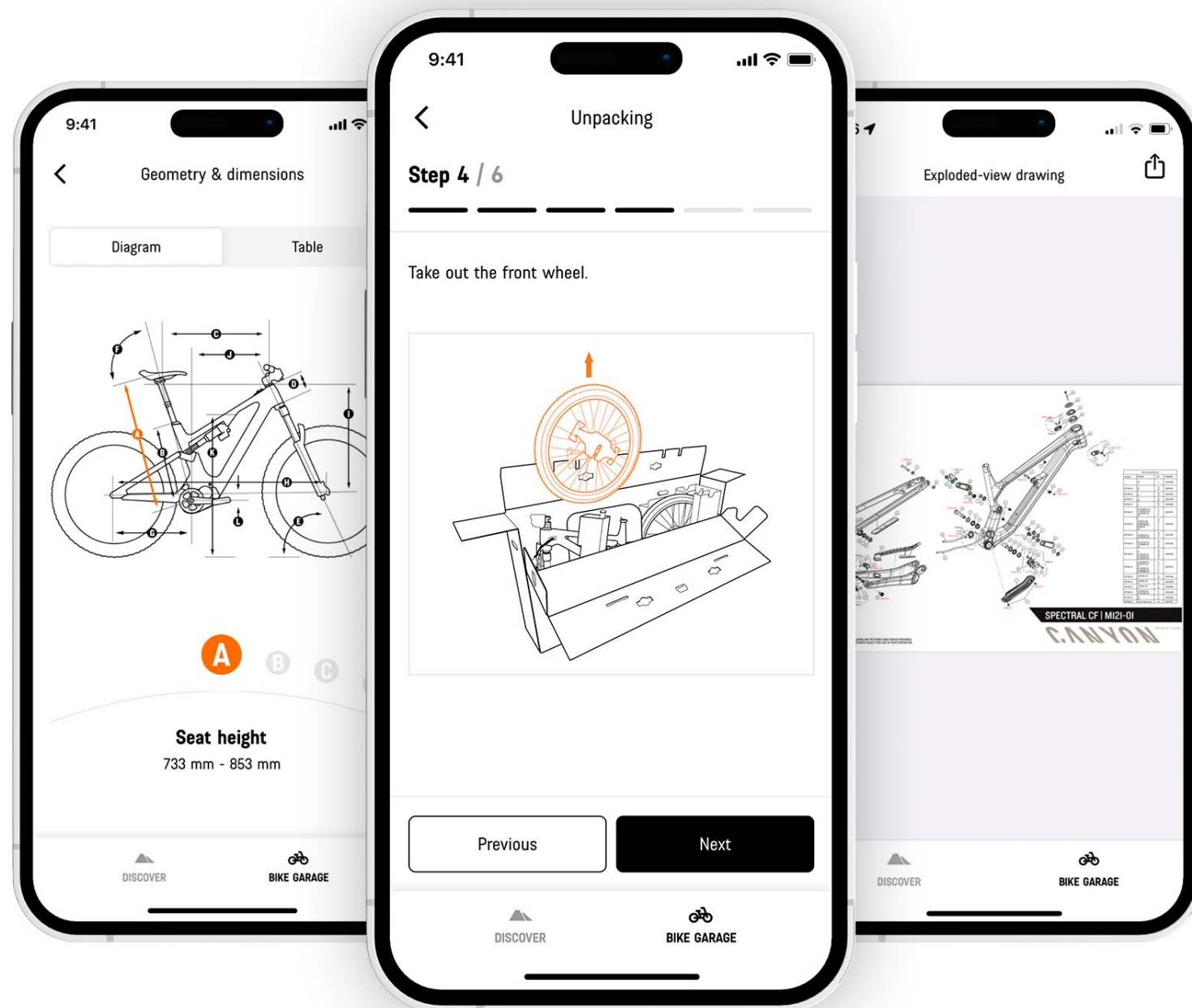
DISCOVER THE CANYON APP

- Now you're ready to start exploring the Canyon App – have fun!
- Log into or create your Canyon account in the app
- Add a Canyon bike to the app



Scan me with your phone





START EXPLORING

Why not start by playing around with:

- Digital bike garage: bike specs at a glance
- Browse an overview of curated content for the bikes you've added to the app – including build and setup guides, specs, and frame measurements.
- Easy-to-follow assembly guides
- The App's detailed step-by-step videos and guides make unboxing and assembly as simple as constructing a flat-pack wardrobe.
- Simple maintenance guides
- With the App's handy guides, videos, and tutorials, maintenance tasks like replacing tyres, brakes, and chains are so simple.
- Park up with confidence: advanced theft protection and GPS tracking.
- The next level of bike security. Pair the Canyon app with the upcoming next-generation Canyon Spectral:ON for real-time in-app GPS tracking.
- Extra features including quick-and-easy bike insurance from Qover and motivational content from Canyon's pro riders.

FAQ

CANYON APP HELP CENTRE

WHY SHOULD CANYON CUSTOMERS DOWNLOAD THE APP?

To enjoy a more convenient and personalised experience that empowers you to get the most out of your Canyon bike. The app provides access to a range of exclusive content, including stories, step-by-step unboxing, assembly, and maintenance assistance.

You can:

- find your bike's specs and measurements at a glance in the digital bike garage
- unbox your bike and get riding in minutes with easy-to-follow assembly guides
- keep your bike in shape: easy-to-understand maintenance guides
- park up with confidence thanks to advanced theft protection and global GPS tracking

But that's not all. We're at the beginning of an ambitious development roadmap that will see a wide range of new features added over the coming months and years.

IS IT ONLY FOR PEOPLE WHO OWN CANYON BIKES?

The app is primarily designed for people who own Canyon bikes, but anyone can download and use it. However, a Canyon account is required to use most of the app's features, and also some features may not be available unless you have a Canyon bike registered in your account.

DO I NEED TO CREATE A USERNAME AND LOG IN?

Yes, you need to log in to use the app. You can either use your existing canyon.com account credentials or create a new username and password to access the app's features including account management, the digital bike garage, and access to bike-specific content.

DO I NEED TO LOGIN EVERY TIME I OPEN THE APP?

Once you've logged in, you won't need to log in again unless you log out or delete the app from your phone.

WHAT LOGIN METHODS CAN I USE?

You can log in using the email address and password for your Canyon account.

HOW SAFE IS MY DATA?

Canyon takes data protection extremely seriously and has implemented various security measures to protect your data. The app uses encryption to protect your data and complies with all relevant data protection legislation. For more information, please refer to the Canyon App privacy policy.

I BOUGHT A BIKE FROM CANYON IN THE PAST – WILL THE APP RECOGNISE MY PAST PURCHASES?

Yes, the app will recognise any Canyon bike you've purchased in the past if you log in to the app with the same canyon.com account or add it to a new account. You'll be able to access all your bike's information, including original components, geometry diagrams, setup guides, manuals, and other content within the app.

HOW OFTEN WILL UPDATES BE RELEASED?

Typically, app updates are released periodically to introduce new features, fix bugs, and improve performance. The Canyon App team will strive to release updates as quickly as necessary to ensure that the app remains functional, secure, and compatible with the latest operating systems and devices. You can ensure that you have the latest version of the app by checking for updates in your device's app store or enabling automatic updates.

WHAT FEATURES OR SERVICES WILL COME IN FUTURE VERSIONS?

In the future, the app will support a range of features and services to help you manage and maintain your bike, track your rides, receive notifications about your bike's service needs, and access support services when you need them. You can also provide feedback and suggestions for features you'd like to see in the app through the in-app feedback widget.

IS THE APP COMPATIBLE WITH ALL CANYON BIKES?

The Canyon app is designed to be compatible with all Canyon bikes. We currently provide support content for all Canyon bike models released from 2020 onwards. Some features may only be available for certain bike models. To get the most out of the app, we recommend you register your Canyon bike in your account, so you can access all features and services the app has to offer. If you encounter any compatibility issues with the app, contact Canyon's customer support team for assistance. They will

provide you with troubleshooting help or any additional information needed to address the issue.

HOW DO I GET MY BIKE ONTO THE APP?

To get your bike onto the Canyon app, you'll need to log in and register your bike:

1. Download the Canyon App from the App Store or Google Play Store, depending on your phone.
2. Use your existing canyon.com account or create a new one by entering your personal information and setting up a password.
3. Once you're logged in, tap on the „Bike Garage“ tab and select „Add a Bike.“
4. Enter your bike's serial number or scan the QR code typically located on the bottom bracket of your bike frame.
5. Follow the on-screen instructions to get started.

Once your bike is in the app, you'll be able to access a range

of features and bike data in one place, including diagrams, manuals, dimensions, and components.

CAN I MAKE PURCHASES THROUGH THE APP?

The Canyon app currently doesn't support bike and gear purchases. However, you can purchase bike insurance in-app.

CAN I CUSTOMISE ANYTHING ON MY BIKE THROUGH THE APP?

While the Canyon app doesn't have functionality for directly customising your bike, it does provide a range of features to help you manage and maintain your bike.

WHICH BIKES CAN BE TRACKED THROUGH THE APP?

Currently the feature is only available for the Spectral:ON 2023 bike.

HOW DOES THE TRACKING FUNCTION WORK?

The location tracking system monitors the location of your bike 24/7. It continuously sends data to our systems when the bike is moved so you can locate your bike anytime, anywhere. This continuous data connection uses similar technology that you can find in your smartphone: to be exact, the Spectral:ON uses a 4G LTE

data connection to transmit data. If you activate bike tracking in the Canyon App, the bike's location will be displayed in-app using GPS technology.

The Canyon App has two tracking modes – you can give it full or essential access to GPS data. With full access, the bike sensor shares the GPS location every 30 seconds and while the bike is moving. With essential access, the bike only shares an event to inform you that the bike is moving. Furthermore, the sensor will share details about the bike such as the battery level, odometer, and range. The shared GPS locations can be transformed into a route.

If you consent to location sharing in your app permissions, we also show you your own location in relation to the location of your bike, so you know how far away you are from your bike.

Maintaining the data connection between app and bike incurs a cost for Canyon. You can use tracking functionality free of charge for a minimum of the first 12 months after you buy your bike. We may introduce subscriptions to use specific features after this time. You will be notified about any costs at least 120 days in advance. Without any action your subscription will expire.

CAN TRACKING BE TURNED OFF?

You can revoke location sharing at any time in-app. This puts the device into a deep sleep mode, so no new location data is processed. If you want to fully deactivate the sensor and remove your

bike from this service, please reach out to Canyon at <https://www.canyon.com/country/lang/controller/CustomerService-ContactUs>

DOES THE IOT MODULE ADD WEIGHT TO THE BIKE?

The module weighs 173.8 grams.

HOW DOES THE IOT MODULE CONNECT TO THE PHONE?

It uses a cellular connection between the user's phone and Canyon and its third party's backend systems.

DOES THE IOT MODULE HAVE A BATTERY SUPPLY?

Tracking on our e-bikes is powered by the Drive Unit and the main battery which is chargeable. The unit also has a built-in „buffer“ battery to help you locate your bike even when the main battery is removed or empty.

ARE THERE REGIONS/LOCATIONS WHERE THE TRACKING WILL NOT WORK (I.E. IS THERE SOMETHING THAT WILL BLOCK THE SIGNAL?)

The tracking uses its own cellular connection – in general you can say that if your phone's GPS connection works, so will the tracking. The following countries are explicitly supported: USA, Austria, Australia, Belgium, Czechia, Germany, Denmark, Estonia, Spain, Finland, France, Great Britain, Ireland, Italy, Lithuania, Luxembourg, Latvia, Netherlands, Norway, Poland, Portugal, Sweden, Slovakia and Switzerland.

IS THERE AN INSURANCE SERVICE AVAILABLE?

Yes, you can easily purchase and access all your insurance details and documents in the Canyon App. A discount for GPS-equipped bikes is available and varies depending on the bike model.

WHAT IS THE COST OF THE LOCATION TRACKING SERVICE?

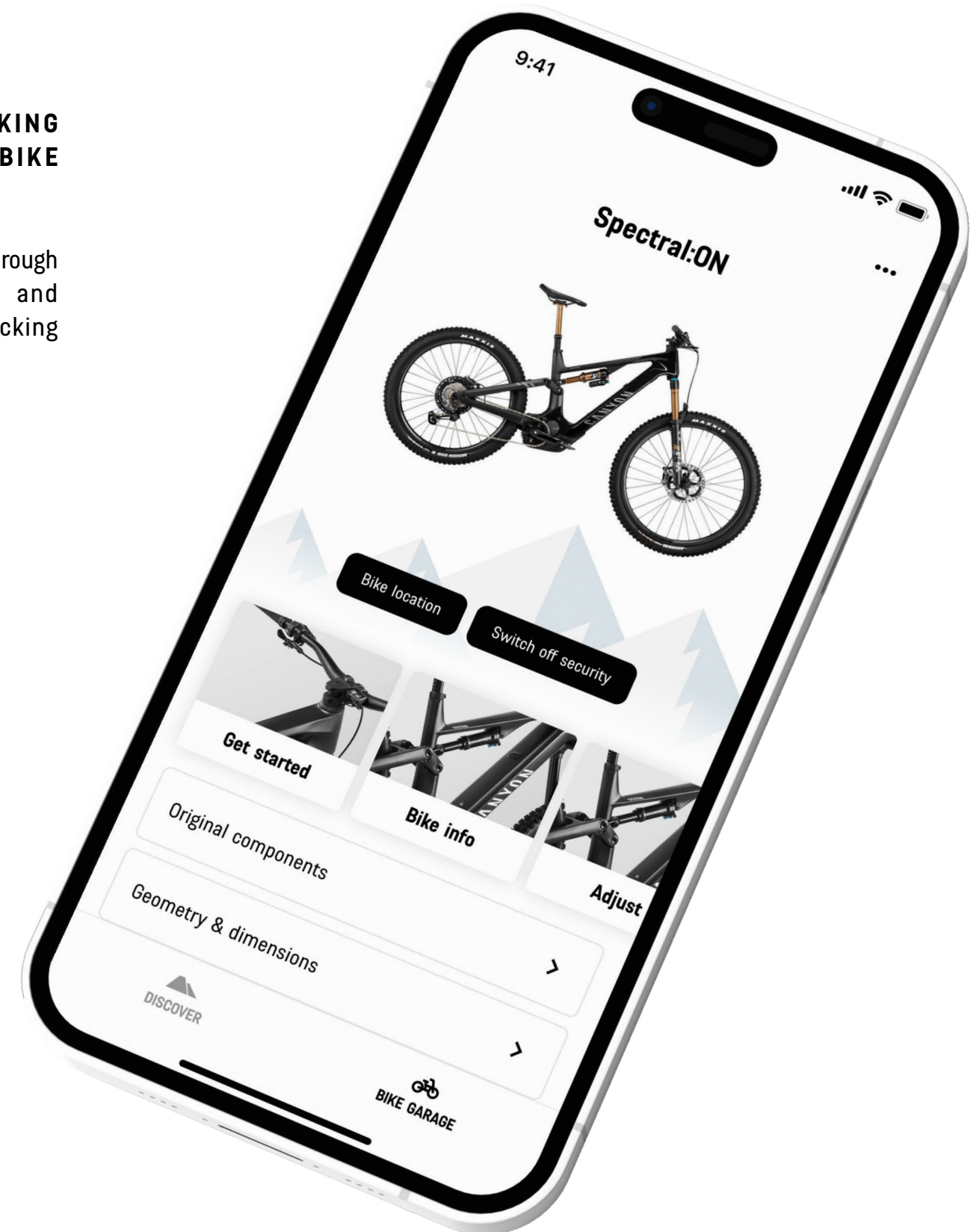
The Spectral:ON security features are subscription based. The first 12 months are on us. After that, you can choose to continue the subscription or deactivate the features. We'll notify you at least 120 days in advance. Without any action your subscription will expire.

WHAT HAPPENS TO MY SUBSCRIPTION AND TRACKING SERVICE IF I SELL MY BIKE?

When you sell your bike, you can easily remove you bike from your Canyon App, which automatically clears the tracking component to be paired with a different account.

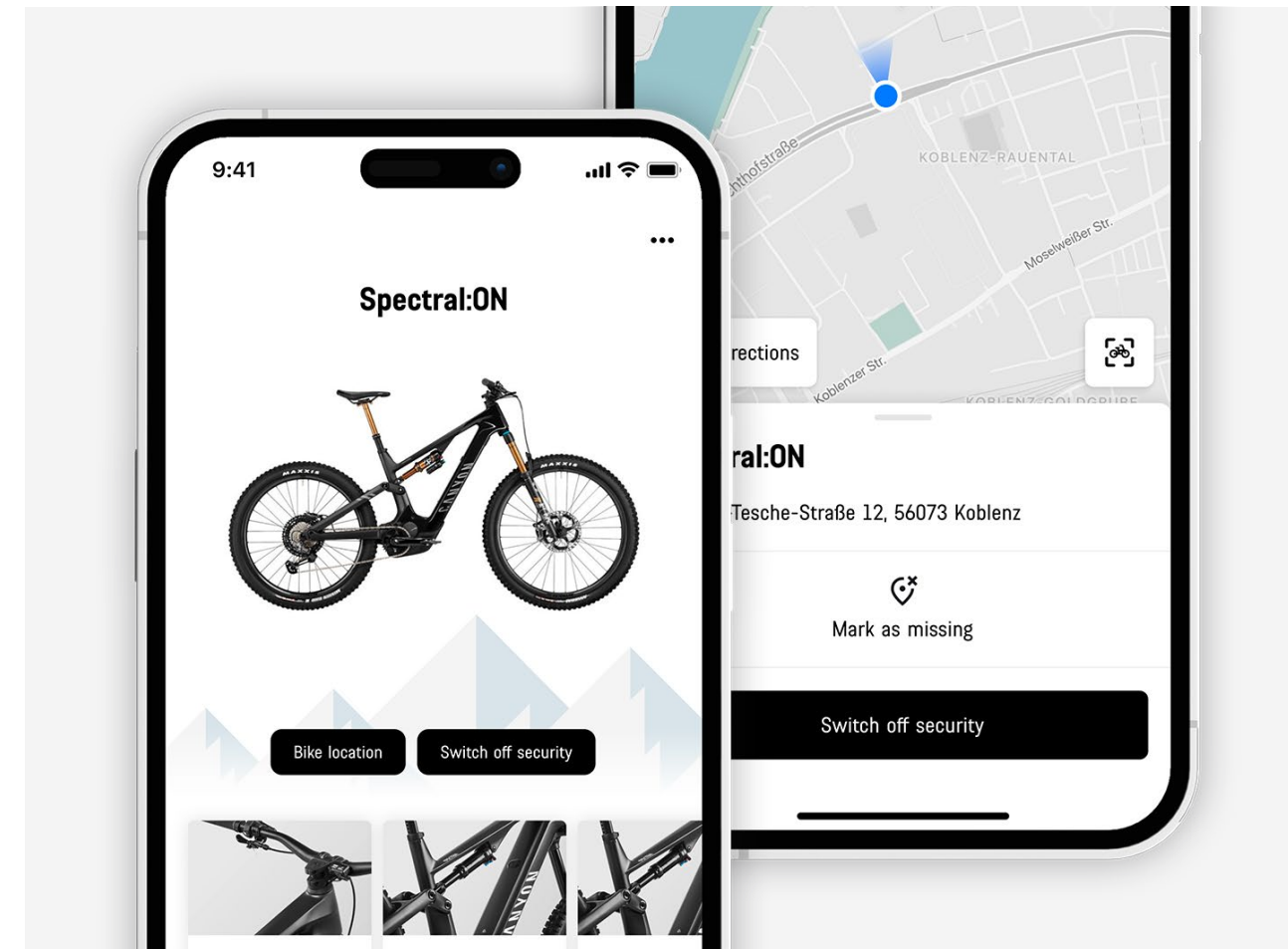
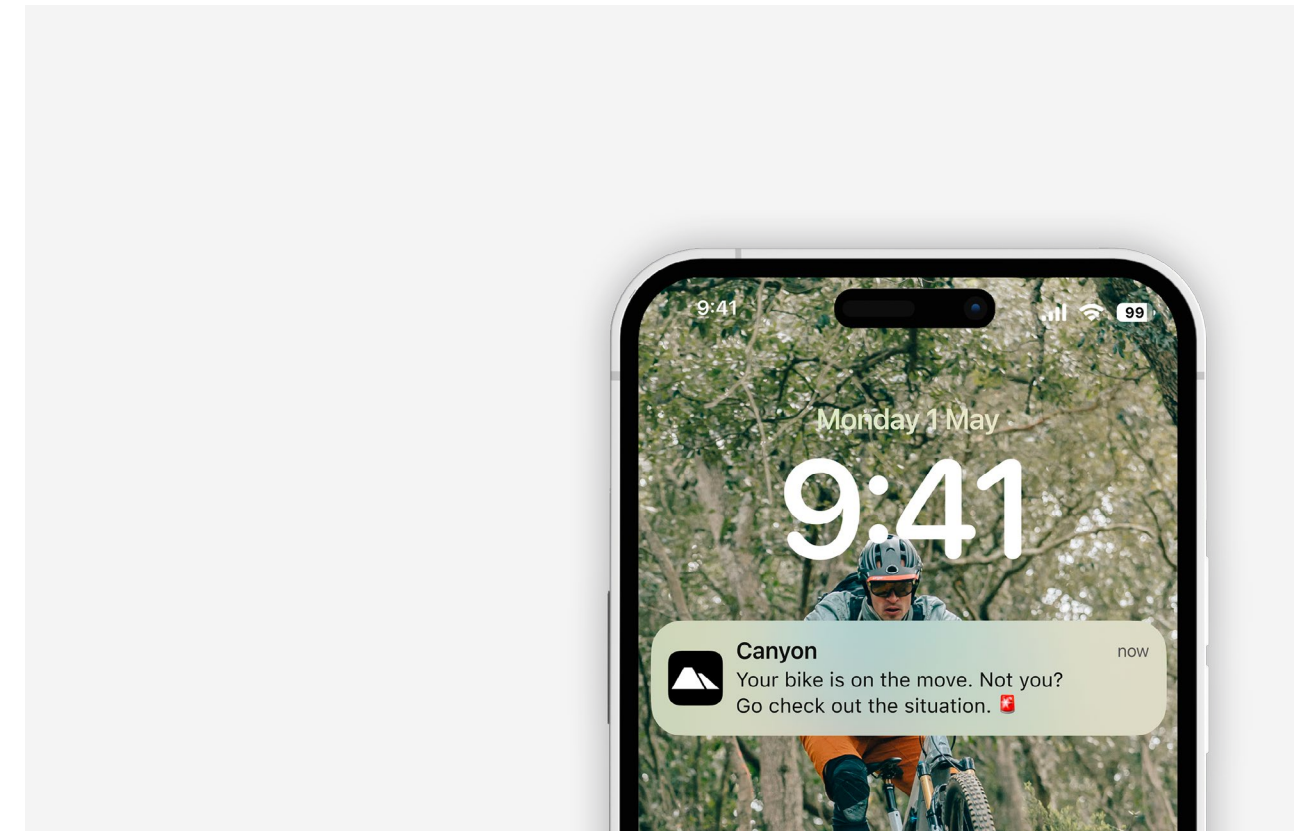
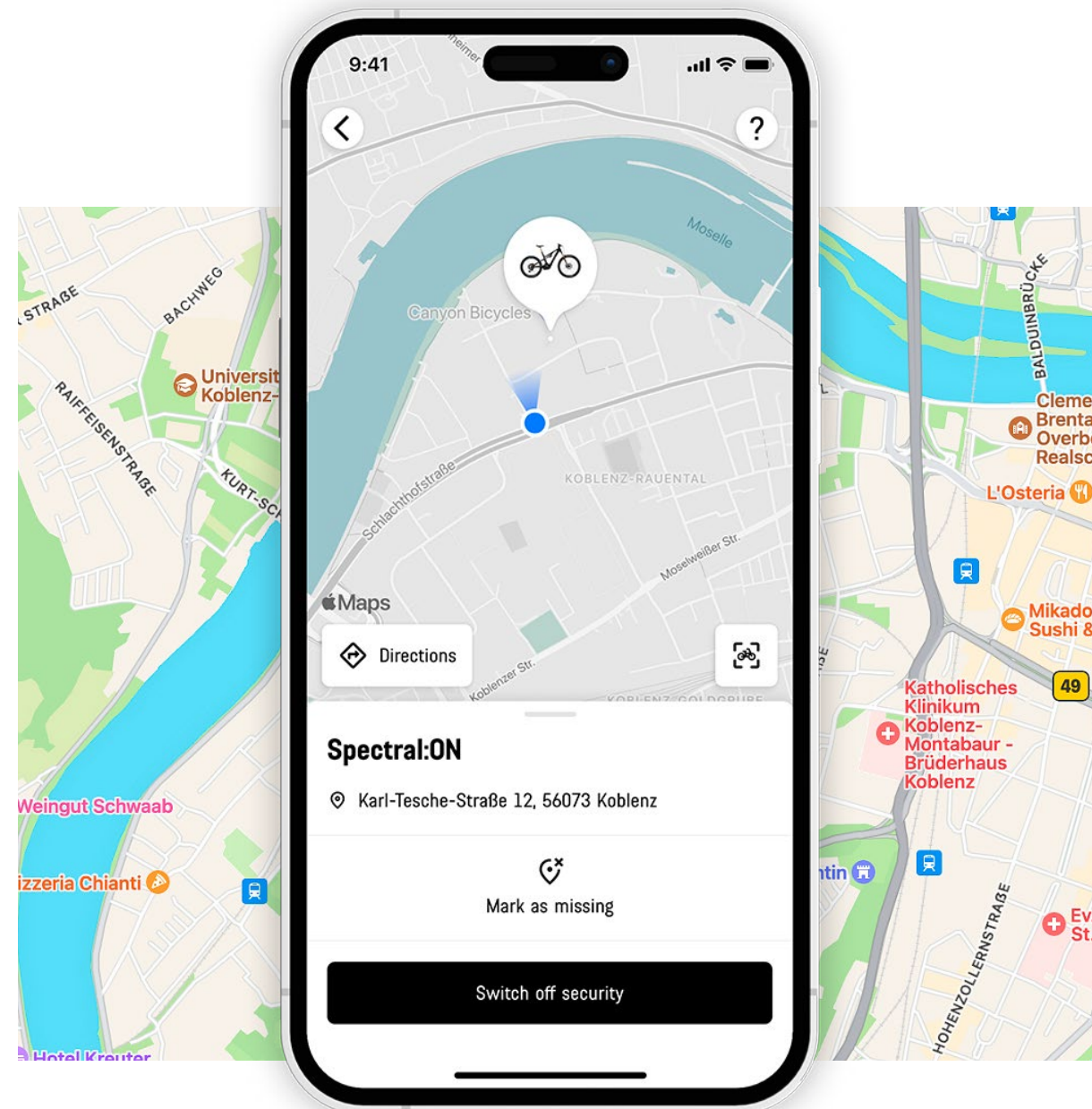
HOW DOES THE TRACKING SERVICE AFFECT MY BIKE LEASING PURCHASE?

You can purchase your bike through our leasing programme and activate the location tracking service right away.



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