

HAMMERHEAD

FREQUENTLY ASKED QUESTIONS

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Karoc



When can we publish information about Karoo?

Press embargo lifts: Wednesday, May 15, 2024, 9am CT

What is the name of the new Hammerhead Cycling Computer?

Karoo. With a focus on simplicity, Hammerhead's newest cycling computer is best referred to as Karoo. Moving forward, it is best to refer to Karoo Cycling Computers as the first, second, and now third generation. Please do not refer to the new device as Karoo 3 or K3.

Where and how will Karoo be sold?

Karoo will be available via [Hammerhead.io](https://hammerhead.io), SRAM retail and distributor partners, specced on in-line product with select Original Equipment Manufacturers (to be announced), and within an aftermarket bundle with the all-new SRAM RED AXS Shifters.

What's in the box with Karoo?

- Hammerhead Karoo Bike Computer
- 31.8mm Hammerhead Mounting System
- USB-C to USB-C Charging Cable
- Quarter-Turn Adapter
- Safety Lanyard
- Quick Start Guide

Does the new Karoo connect to a Companion App?

Yes. The Hammerhead Companion App, launching on iOS and Android with the release of the new Karoo, will allow riders to upload rides, synchronize routes and workouts, use Live Tracking, and more – all while away from Wi-Fi. Whether you're at the start of the group ride, at the trailhead or traveling with your bike, the Companion App will keep you and your Karoo connected. There are also some new features that are only available with the new Karoo and the Companion App:

· Quick Navigation

You can send a pin from Google Maps or Apple Maps to Karoo, so you can navigate to it or save it as a Pin. This lets you search for a cafe or a bike shop while you're out on your bike, and easily get directions to it.

· Route File & Workout Importing

You can send a Route File or a Workout File to your Karoo via the Companion App. Simply share the file using your phone's native share feature, select the Hammerhead Companion App, and your route/workout will be made available on your Karoo.

How should riders utilize the Hammerhead Dashboard with Companion App?

The Hammerhead Dashboard will remain a rider's homebase for managing and viewing their data. Users can review their performance on a ride, create and organize routes, review upcoming Workouts, adjust their training zones, and more. Designed in conjunction with Hammerhead Dashboard, the Companion App enables Karoo to upload and download data no matter where you are.

*Expect an invitation to the all-new Hammerhead Companion App ahead of the Karoo launch on May 15, 2024.

What are the new training features on the new Karoo?

- The user-friendly workout player on Karoo will now support TrainerRoad and Training Peaks.
- Customizable workout player in drawer with dedicated start-stop and user-specific data fields.
- Full visibility of upcoming and past intervals as well as upcoming interval expectations.
- Visibility into COMPLIANCE of intervals and total workout WHILE doing the workout.
- Visual or Numeric target guidance
- Easily dismissible

Does the new Karoo use new mounts and hardware?

The new Karoo is compatible with the new 31.8 Hammerhead Mounting System, but also backwards compatible with the Karoo 2 handlebar mount. For the best experience, we recommend using the new handlebar mount with the new Karoo. An assortment of new accessories will be available with Karoo at launch:

- **Hammerhead Mounting System 31.8mm Mount**
The updated 31.8 handlebar mount, included with every Karoo, allows for hassle-free installation. Adjustable fore/aft position allows you to fine tune how close your Karoo is to your handlebar.
- **Hammerhead Mount Accessory Adapter**
An aftermarket only Go-Pro style adapter that allows for a light or other accessory on 31.8 mount.
- **Quarter Turn Adapter**
Included with every Karoo, the updated Quarter Turn Adapter allows Karoo to work with any Garmin-style handlebar mount.

Does the new Karoo have improved battery life?

Yes. Leveraging the battery saving techniques of new software and hardware improvements, riders can expect 15+ hours of battery life, an average of 30% increase as compared to Karoo 2. Similar to any battery-operated device, battery performance varies based on ambient temperature and individual user habits.

How long does Karoo take to charge?

Karoo will charge fully in less than 2.5 hours. Karoo charges from 0 to 30% in 30 minutes.

This is the first new Karoo since Hammerhead was acquired by SRAM. Does the new Karoo work better with my SRAM AXS-equipped bikes?

Yes! Here are the main highlights:

• Detailed battery information

Karoo shows you the same detailed battery information about each component in your AXS system as the AXS App.

- **Controller configuration made simple**

If you want to use your AXS system's controllers (including your SRAM RED Bonus Buttons) to control your Karoo, you can do all of the configuration easily, right on the Karoo, without having to go to the AXS App first. Karoo offers a wide array of functions that you can program your AXS controllers to trigger – you can even change which functions they control within your AXS system, like shifting.

- **Automated AXS Sensor pairing**

By signing into Karoo using your AXS account, your AXS systems and components will pair to your Karoo automatically, and you'll be ready to ride right away.

- **AXS App low battery notifications**

When you end a ride with Karoo, if an AXS component battery needs to be charged, the AXS App will remind you to charge it after the ride.

I already have a Hammerhead Account. Can I still use SRAM Single Sign-On?

Yes! Anyone that wants to use their AXS Account credentials to sign into their Hammerhead products is able to do so, even if they already have a Hammerhead Account.

Will the new Karoo receive frequent software updates, like previous generations of Karoo have?

Yes. Hammerhead will continue to develop software updates that will make Karoo even better over time. As an early product tester, you will experience new updates first hand prior to the official launch. This will give you an opportunity to test the update process on Karoo. Post launch, Karoo riders will continue to receive new updates similar to previous generations of Karoo.

Will the Karoo 2 continue to receive frequent software updates?

Yes, Karoo 2 will continue to receive software updates even after the launch of the new Karoo, however because of updated hardware, select features will be exclusive to new Karoo.

Who do I contact for additional questions?

Please contact press@hammerhead.io for immediate access to the team and additional product support.

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**Thank
You.**