Freestyle Studio Support

Freestyle kayak scoring with the ICF 2026 rules for iPhone and iPad
Developer: CSV Production s.r.o.

Contact us

Need help, found a bug or have a suggestion? Email us at **csvproductionsk@gmail.com**. Please include your device model, iOS version and a short description of the problem. We will reply as soon as possible.

Frequently asked questions

What is free and what needs a subscription?

The Calculator mode is free for everyone. The Video Coach mode requires the Freestyle Studio Premium subscription.

How does the subscription work?

Freestyle Studio Premium is an auto-renewable monthly subscription. It renews automatically every month at the price shown in the App Store, unless you cancel at least 24 hours before the end of the current period. If a free trial is offered, eligible new subscribers can try Video Coach for free first.

How do I cancel my subscription?

Open the Settings app on your iPhone or iPad, tap your name, then Subscriptions, select Freestyle Studio and tap Cancel Subscription. You keep access until the end of the period you have already paid for.

I already subscribed but Video Coach is locked. What should I do?

Make sure you are signed in with the same Apple Account you used for the purchase and that you are connected to the internet. Then open Freestyle Studio, tap Video Coach and tap Restore Purchases on the subscription screen.

How do I request a refund?

Payments are processed by Apple, so refunds are handled by Apple. You can request one at reportaproblem.apple.com.

My video does not appear or will not load.

Check that Freestyle Studio has access to your photos in Settings → Freestyle Studio → Photos. If a video is stored in iCloud, it may take a moment to download before it can be loaded. You can also import a

video with Browse Files.

How do I score a ride on video?

Open Video Coach, load your ride video and choose a ride length of 45 seconds or 1 minute. Move to the start of the ride and tap START. Hold the video to play it, or step frame by frame. When a move happens, choose it in the move list, tap L or R and add any bonuses. The score and remaining time update automatically. Use the undo button to remove the last move.

How do I measure an angle?

Pause the video at the right moment and tap Angle Moves · Measure Angle. Tap three points: the first arm, the angle vertex and the second arm. The angle is saved at that video time and appears for five seconds.

How do I export a video?

After scoring a ride in Video Coach, tap Export Portrait 9:16. The App creates a Full HD 1080 × 1920 portrait video with the athlete name, time left, score and recent moves. You can save it to Photos or Files or share it directly.

Where are my rides saved?

Your rides and imported video copies are stored only on your device inside the App. Deleting the App deletes them. Your original videos are never modified.

What do I need to use Freestyle Studio?

An iPhone or iPad running iOS 17 or later.

Privacy

Freestyle Studio processes your videos and rides only on your device and does not collect personal data. The full Privacy Policy is available from the subscription screen in the App and on our website.