GateSplit Support

Precision slalom video comparison 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

How does the free trial work?

Eligible new subscribers get one month free. After the trial, the GateSplit Premium subscription 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.

How do I cancel my subscription?

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

I already subscribed but the app 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 GateSplit 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 videos do not appear or will not load.

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

How do I export a comparison video?

Load both runs, set START and FINISH for Run A and Run B, then tap Export Comparison. The App creates a 1920 × 2160, 50 fps MP4 video with Run A on top and Run B below, which you can save to Photos or Files or share directly.

Where are my projects saved?

Saved projects are stored on your device. You can find them in the Files app under On My iPhone (or iPad) → GateSplit. Your original videos are never modified.

What do I need to use GateSplit?

An iPhone or iPad running iOS 17 or later.

Privacy

GateSplit processes your videos 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.