

App Store complaint report

Cronometer: Calorie Counter · Cronometer Software Inc · current version 4.60.1

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2026-01-17 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	4.06
Reviews with a complaint	86 (29%)
Storefronts	US 100, GB 100, CA 100
All-time App Store rating (US)	4.77 from 99,836 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	44	2.3	4.59.1 (11), 4.59.5 (6), 4.57.0 (6)
Feature requests	35	2.1	4.59.5 (8), 4.59.1 (6), 4.60.0 (2)
UX / design	26	2.2	4.59.1 (7), 4.59.5 (4), 4.58.2 (3)
Pricing / subscription	20	2.4	4.59.1 (6), 4.59.5 (4), 4.60.0 (2)
Ads	20	2.3	4.59.1 (5), 4.59.5 (4), 4.60.0 (2)
Performance	15	2.4	4.59.1 (4), 4.58.2 (2), 4.57.0 (2)
Crashes / freezes	13	2.5	4.59.1 (3), 4.60.0 (2), 4.59.5 (2)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
4.60.0	7	2.9	57%
4.59.5	50	3.9	30%
4.59.1	66	4.1	30%
4.58.3	7	4.3	29%
4.58.2	9	2.9	56%
4.58.1	4	4.5	25%
4.58.0	7	4.3	29%
4.57.4	5	4.2	20%

Representative quotes

Bugs

“The app stopped working – Out of a sudden the app stopped updating the calories. The login was not working as expected and asked me to login multiple times on top of extremely slow loading. I believe it is a server issue but as someone who uses it and monitori” (1★, v4.58.2, CA, 2026-09-01)

“Photo Log is a scam. – I have used this app for a while now. I just subscribed to Gold today, hoping to get a great photo scanner, I was wrong. I cannot take or upload photos, and when even trying to report the bug, surprise! that doesn’t work either. I feel” (2★, v4.50.1, GB, 2026-02-13)

Feature requests

"No chance to test important features before paying. – Can't test the app really before it asks you to pay. I want to see how the macros stack up when using a photo of my food. No chance to test this feature before buying so deleting app after spending time in" (1★, v4.59.5, CA, 2026-10-17)

"...using this app! ☐ I'd even upgraded to Gold at one point but \$11/month is too steep to just remove ads and have access an AI camera feature (which is the only benefits I used at the time). This latest update absolutely ensures that I will never upgrade again." (2★, v4.59.1, US, 2026-09-24)

UX / design

"Shame – I've come here because I can't get a response from support. Metrics are really good and I'm depth, dashboard os good although 'busy' and initially takes some time to navigate- Food logging though- is an arduous process- I'm sure with time it will get e" (1★, v4.58.2, GB, 2026-08-28)

"Confusing and not user friendly – If you want a basic calorie tracker with an easy to use search, this is not it. It doesn't even have basic foods in it. Lose it is much better." (1★, v4.59.5, US, 2026-10-10)

Pricing / subscription

"...with longer ones like "McDonald's chicken nuggets." My only other complaint is that setting the app to the Action Button requires Premium, which feels like a basic feature that shouldn't be behind a paywall. Outside of these issues the app is solid. A more " (2★, v4.59.5, US, 2026-10-21)

"Please fix the search – My favorite calorie counting app. Love that it doesn't hide the important things like label scanning behind a paywall. But dang is the search function useless. I shouldn't have to favorite basic ingredients in order to be able to find t" (4★, v4.59.1, US, 2026-10-04)

Ads

"Full of Ads – i've been using this app for almost a year now. Most stuff works alright. I've been using and adblock until recently so I haven't noticed but this app is unusable without one. You get spammed with multiple ads whenever you are trying to use the a" (2★, v4.59.1, US, 2026-10-05)

"Unusable – The frequent and obtrusive ads makes it near impossible to evaluate the features to even consider paying for it. I'll go elsewhere" (1★, v4.59.5, US, 2026-10-19)

Performance

"Buggy – Constantly crashing and show to load." (1★, v4.59.5, US, 2026-10-18)

"Buggy and overly complex – I got this to track calories and the "diary" feature never seemed to work. The page would be perpetually stuck loading. Also I did not see an option to just log generic foods/calories- everything has to be measured and specified, so" (3★, v4.59.1, US, 2026-09-29)

Crashes / freezes

"Crashes on opening – I downloaded this app yesterday to my iPhone 7 running IOS 15.8.6 Whenever I touch the icon to open the app it just crashes. I would like to be able to try this app and would appreciate advice." (1★, v4.51.1, GB, 2026-02-27)

"CrapOmeter – Decided to give it a try over Fitness Pal, well looked good until I paid then BLAM! Big orange thing keeps flashing telling me some code and just not working in general. Now I'm Stuck cause I already paid for the gold and can't use this and it inf" (1★, v4.60.0, US, 2026-10-22)

The 10 most important fixes

1. Improve content quality [Feature requests · 20 reviews · avg severity 2.2/3 · versions 4.59.1, 4.59.5]

Review the content areas users name; add a "report a problem" button on content.

"Not accurate nutritional tracking – Several things I inputted was tracking minerals and vitamins incorrectly and this would lead to problems down the line. I've deleted the app as this isn't something I'd want to concern myself with worryin" (1★, GB)

2. Reduce ad frequency and length [Ads · 17 reviews · avg severity 2.4/3 · versions 4.59.1, 4.59.5]

Cap ads per session, avoid unskippable video, and never show ads in the middle of a core task.

"Getting sick of ads – The regularity of ads has been increased tenfold and is getting intolerable. Shame on you Cronometer for trying to get people to upgrade by making them sick of adverts. I'm going to another ap if this carries on" (2★, GB)

3. Simplify navigation [UX / design · 16 reviews · avg severity 2.3/3 · versions 4.59.1, 4.59.5]

Run a quick usability test on the screens users mention; remove extra taps and pop-ups.

"Bugs, confusing interface – Liked this app at first, then after the first couple days I'm noticing some

buggy behaviour, such as the keyboard popping up randomly or not hiding after I input information, or the ad screen constantly flashing ” (3★, CA)

4. Soften the redesign backlash [UX / design · 12 reviews · avg severity 2.3/3 · versions 4.59.1, 4.57.2]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour. “Buggy update (bug: previously-set targets missing) with very noisy visualizations – Since the new update, some of my targets (that I know of set) are missing (fields are empty). I don’t remember what I’d set them to as I’d been using Crono” (1★, CA)

5. Ship the most requested feature [Feature requests · 10 reviews · avg severity 1.8/3 · versions 4.59.5, 4.58.2]

Read the quotes below for the exact request; consider a public roadmap.

“Andrew – I’ve used this app for a decade. Always loved it until recently when they decided to add a ton more brand names to their database. I have nothing against more data added but now if I search, say for garlic, I have to scroll down th” (4★, CA)

6. Fix features broken by the latest update [Bugs · 8 reviews · avg severity 2.1/3 · versions 4.59.1, 4.52.6]

Add regression tests for the features users name in these reviews before the next release.

“Current bug has been updated – Update : the issues with logging food has been updated, it is now functioning. Been using for months now with no problems but it’s suddenly stopped saving my favorite foods! This has made logging meals take s” (4★, US)

7. Speed up loading [Performance · 7 reviews · avg severity 2.4/3 · versions 4.59.1, 4.58.2]

Profile cold start and the slowest screens on older devices; cache content.

“Cumbersome – Slow, never-ending loading icon, charting of macros is obtuse. Meh” (1★, US)

8. Fix in-use crashes and freezes [Crashes / freezes · 6 reviews · avg severity 2.4/3 · versions 4.55.1, 4.52.1]

Match quoted actions to crash reports; ship a hotfix for the top stack trace.

“Black Screen. – I have lowered my rating, as the days go on the black popup seems to get worse the more I use the app forcing it to crash and stick. I have now deleted the app as I need something reliable on my health journey. I have down” (2★, GB)

9. Fix login / account access [Bugs · 5 reviews · avg severity 2.7/3 · versions 4.55.1, 4.58.2]

Audit the sign-in flow (SSO, password reset, verification emails) on the latest version; add clear error messages.

“A really poor customer experience – I paid for a year’s worth of premium membership. A short while ago I set up two factor authentication which came with a ten digit backup code, which has been misplaced. I contacted customer service from t” (1★, GB)

10. Justify or adjust the price [Pricing / subscription · 5 reviews · avg severity 2.4/3 · versions 4.59.1, 4.50.1]

Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

“☐ 1 STAR — OVERHYPED & NOT WORTH PAYING FOR – Paid subscription, but the food database is frustrating and often doesn’t match what I’m actually eating. That leads to questionable calorie and nutrition totals. The app is also way too compl” (1★, US)

Method: the most recent public App Store reviews across up to 6 storefronts, collected via a third-party Apify scraper, plus the iTunes Lookup API. Reviewer names are not included. Each review was classified by TypeSafe Jev AI (7 complaint categories, 18 specific issues, severity 0-3); fixes are the specific issues ranked by number of complaining reviews × average severity. Advice lines are generic starting points; the quotes are the evidence. AI can misclassify: check the quotes. Not affiliated with Apple. Reply within 7 days for one free clarification.