

App Store complaint report

Halide Mark III - Pro Camera · Lux Optics Incorporated · current version 3.2.2

Generated 2026-10-19 from the 500 most recent public App Store reviews across 6 storefronts (2019-02-03 to 2026-10-18).

Metric	Value
Reviews analysed	500 (500 classified by AI)
Average stars (these reviews)	2.62
Reviews with a complaint	329 (66%)
Storefronts	US 100, GB 100, CA 100, AU 100, DE 50, FR 50
All-time App Store rating (US)	4.45 from 13,598 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	217	2.3	3.1.2 (33), 2.17.15 (17), 3.0.5 (7)
Bugs	137	2.4	3.1.2 (33), 2.17.15 (12), 3.0.5 (8)
Feature requests	114	2.3	3.1.2 (25), 2.17.15 (6), 3.0.3 (4)
Crashes / freezes	45	2.6	3.1.2 (11), 2.17.15 (6), 3.0.5 (3)
UX / design	41	2.2	3.1.2 (8), 2.27.3 (4), 3.0.0 (3)
Performance	39	2.3	3.1.2 (10), 3.0.5 (3), 3.2.1 (2)
Ads	5	2.3	2.27.3 (1), 2.17.15 (1), 3.0.1 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
3.2.2	4	3.2	75%
3.2.1	11	2.3	82%
3.2.0	6	3.7	33%
3.1.2	100	3.0	56%
3.1.1	3	4.7	0%
3.0.5	21	2.5	71%
3.0.4	7	3.1	71%
3.0.3	7	3.0	86%

Representative quotes

Pricing / subscription

“No test without subscription. – I really wanted to test this app. But on first start, it prompted for subscription before the 7 free test days begin. Hoping for the user to forget to cancel it before the test time ends. So I deleted it instantly. Dear developpe” (1★, v2.26.5, DE, 2026-01-15)

“Not actually free – What's the point of marking this app as free if using it at all is locked behind a subscription? A 7-day free trial does NOT make an app free. This needs to be clearly marked as a subscription model upfront (and they suck, why make a camera” (1★, v3.1.2, GB, 2026-09-05)

Bugs

"Doesn't work at all – I purchased the free trial and the app is very glitchy, every time I would press on the app to open it the screen would flash but the app would not open at all." (1★, v3.2.1, US, 2026-10-15)

"Can't transfer restored photos to pc – I was excited to use your app. I paid for a one year subscription without a trial because there was none even though I mentioned the trial. Using the raw setting I was able to take photos that more clearly represented the" (1★, v3.1.2, US, 2026-08-10)

Feature requests

"Very annoyed – I supported from day one, I paid for what I expected to be lifetime, clearly lifetimes definition seems to have changed for apps, because this is one of many apps who have treated early supporters, who paid for the app, with the same regard as a" (1★, v3.1.2, GB, 2026-07-29)

"Much worse than Apple camera for iphone 16 – I can shoot at 48MP with the apple camera but despite setting it at 48MP in Halide III it always shoots at a lower resolution. Apple blocks this feature and only allows it for pro models. I wish i had known this bef" (1★, v3.1.2, US, 2026-09-29)

Crashes / freezes

"App crashes – Just got the latest update, on an iPhone 11, and whenever I select 0.5 for the magnification the app closes/crashes. The latest version does not appear to be stable." (3★, v3.0.1, CA, 2026-05-30)

"Doesn't even let me open the app ☹ – I downloaded the app excited to take some high quality photos and it won't even let me go on the app, it's not because I don't have enough storage, I am on an iPhone 15 pro this is the only app that does this, it just crash" (1★, v2.17.3, GB, 2024-11-01)

UX / design

"Disappointment: misleading trial, poor usability, forced purchase – As a professional photographer, I purchased this app expecting advanced and flexible camera controls. In reality, the app is extremely inconvenient: the settings are scattered all over the scr" (3★, v2.17.15, DE, 2025-07-06)

"No Way to Know what it can't do. – I was hoping Halide could do 48mp RAW on my iPhone 15, but since this can only be done with ProRAW option (I don't have that option available) RAW photos are just 12mp making it worse than Lightroom and I just find it having " (1★, v2.13.1, AU, 2023-10-22)

Performance

"Great pictures and app but frustratingly slow – I love this app but keep missing my shots because it's so slow to load the viewfinder or take successive shots. And that's not only when shooting RAW but even 12MP Apple Processed images. Running on an iPhone 15 " (3★, v2.17.10, GB, 2025-01-27)

"Overrated – With all due respect to developers, I appreciate the design and some functionalities of the camera app. However, on my iPhone 16 Pro Max, it was excessively laggy. I'm accustomed to using the default camera app, and I understand that native optimiz" (4★, v2.17.11, CA, 2025-02-23)

Ads

"How many times do I have to buy this app? – This is just an ad screen. I'm locked out of this app that I've already paid for, as it has surreptitiously been replaced by one I need to pay for again. Great. And it doesn't say if it will trash the pictures I've t" (1★, v2.17.15, GB, 2025-09-15)

"Unreliable – App is slow and often crashes. Missed shots and lost photos I took due to this unreliability. The "recovery" function rarely works. Halide once worked perfectly and was my go to camera app. Not anymore. I will give the developers a few more update" (1★, v3.0.1, AU, 2026-05-31)

The 10 most important fixes

1. Justify or adjust the price [Pricing / subscription · 121 reviews · avg severity 2.2/3 · versions 3.1.2, 2.17.15]
Test a cheaper tier, annual discount or one-time purchase; show what paid users get.

"Far too expensive for a mobile app – I get that you want to make money but £60 for a mobile app is far too expensive. I wish you good luck in the future but unless that price drops there is no way I can be a customer." (2★, GB)

2. Ease paywall pressure [Pricing / subscription · 91 reviews · avg severity 2.4/3 · versions 3.1.2, 2.17.15]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often.

"Horrible – You have to pay to open this app. How is this even allowed? You think you're getting a free app, but it's just a paid app with a free download and a paywall. Do NOT download" (1★, FR)

3. Make trials and renewals transparent [Pricing / subscription · 52 reviews · avg severity 2.3/3 · versions 2.17.15, 2.26.2]

Show the renewal date and price before the trial ends; link to cancellation. Surprise charges drive 1-star reviews and refunds.

"I feel ripped off – It seems that to get the 7 day free trial I had to sign up for a year. On day 2, realizing that the app is way over my head, I tried to cancel only to find out that I've been charged for a year's subscription. I've been " (1★, CA)

4. Soften the redesign backlash [UX / design · 35 reviews · avg severity 2.4/3 · versions 3.0.1, 3.0.0]

Explain the change in-app, restore the most-missed option, or offer a setting for the old behaviour.

"Great Vision, Broken Execution – I love the direction this app is heading, but the current update feels like a significant downgrade. It's currently unreliable, with switching between grid layouts crashing 3 out of 5 times and the app crash" (2★, AU)

5. Fix in-use crashes and freezes [Crashes / freezes · 30 reviews · avg severity 2.5/3 · versions 3.1.2, 3.0.1]

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

"Great app, crash and bug fixes needed – I love this app so much. It has genuinely changed my life. It works so well for taking instagram photos, and it is a great substitute for a digital camera (it takes pictures that turn out better than " (4★, US)

6. Improve content quality [Feature requests · 33 reviews · avg severity 2.1/3 · versions 3.1.2, 2.27.2]

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

"Confusing interface, inadequate docs – The app functions well but is remarkably awkward to use. Meaningless icons appear and disappear, and nowhere do the developers provide a translation into English of what the icons mean and a diagram of" (1★, CA)

7. Stop data / progress loss [Bugs · 29 reviews · avg severity 2.3/3 · versions 3.1.2, 3.0.5]

Reproduce sync and restore paths; add server-side backup and a visible "restore" option.

"SUUUUPER SLOW + crashes, doesn't load properly, etc. – It is so hard to use this camera app. I have it as a widget icon so I can shoot as I would with my regular camera app, and it only works about 15% of the time at best. It will come up bl" (2★, US)

8. Ship the most requested feature [Feature requests · 27 reviews · avg severity 2.1/3 · versions 3.1.2, 3.0.3]

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

"Almost perfect! – I enjoy using this app a lot and would give it 5 stars if it wasn't for 2 missing features I use daily in other apps. 1. The ability to separate focus point and exposure. For example, in Moment, you can double tap the sc" (2★, US)

9. Fix crash on launch [Crashes / freezes · 21 reviews · avg severity 2.8/3 · versions 3.1.2, 3.0.5]

Check crash logs (Xcode Organizer / Crashlytics) for the affected version and device models first.

"Unbenutzbar, da vollkommen buggy – Eigentlich mag ich die Halide App super gerne, ich mag das Design, ich mag die Ideen der Entwickler, habe schon lange ein Abo, und die Ergebnisse sind wirklich sehr gut.... Wenn man denn welche bekommt. Die " (2★, DE)

10. Fix features broken by the latest update [Bugs · 19 reviews · avg severity 2.4/3 · versions 3.0.1, 3.1.2]

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

"New Update is Chronic – I was excitedly following the development of the new version 3 for a long time but sadly it has been a huge flop. The new HDR feature which I was looking forward to is even worse than the default look which I moved " (1★, GB)

Method: Apple's public customer-reviews RSS feeds (most recent reviews, spread across up to 15 storefronts) and 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.