

App Store complaint report

Sleep Cycle - Tracker & Sounds · Sleep Cycle AB · current version 6.26.410

Generated 2026-10-23 from the 300 most recent public App Store reviews across 3 storefronts (2025-03-20 to 2026-10-22).

Metric	Value
Reviews analysed	300 (298 classified by AI)
Average stars (these reviews)	2.88
Reviews with a complaint	181 (60%)
Storefronts	CA 150, GB 100, US 50
All-time App Store rating (US)	4.68 from 31,061 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Pricing / subscription	119	2.4	6.25.49 (7), 6.25.26 (7), 6.25.23 (7)
Bugs	84	2.3	6.26.391 (8), 6.26.26 (5), 6.26.400 (5)
Feature requests	71	2.2	6.25.26 (6), 6.26.2 (5), 6.26.391 (5)
UX / design	24	2.3	6.26.19 (3), 6.26.18 (2), 6.26.26 (2)
Ads	9	2.1	6.25.10 (3), 6.26.23 (1), 6.26.11 (1)
Crashes / freezes	8	2.5	6.26.9 (2), 6.26.391 (1), 6.26.400 (1)
Performance	8	2.2	6.26.9 (1), 6.26.26 (1), 6.26.391 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
6.26.410	9	3.0	56%
6.26.400	19	3.9	37%
6.26.391	36	3.3	39%
6.26.390	2	2.0	100%
6.26.37	7	3.6	43%
6.26.35	2	2.0	100%
6.26.34	6	2.3	83%
6.26.32	8	2.9	62%

Representative quotes

Pricing / subscription

“Money grabbers – Had this years and it used to be good. Now everything is behind a paywall. It’s become useless. Time to delete.” (1★, v6.26.34, GB, 2026-09-04)

“Nothing left for free – This used to be a great app and maybe still is if you pay, but they continue to remove what you get in the free version. It’s turned into an app that’s only useful if you pay. So after the free trial -what you get in the free subscripti” (1★, v6.25.23, CA, 2025-06-27)

Bugs

“Almost useless with current problems – I've been using this app since 2013, but over the last five years or so, it has gradually become useless. During the night, it loses access to the microphone,

and during that time, you can't tell if you were sleeping or w" (1★, v6.26.391, US, 2026-10-06)

"It was Great but Goodbye – I used sleep cycle for many years and it was great. I had to say goodbye sadly because of some synchronization issues. It suddenly started to synchronize the day before as the day of sleep. Tried everything recommended online and AI " (3★, v6.26.400, US, 2026-10-17)

Feature requests

"Basic features now available in premium – I have used your app for the last five or six years and loved it. You continued to add better features, and now you have taken those features and placed them into the premium app only. Also, I see that you have restric" (1★, v6.26.2, CA, 2026-01-25)

"Not worth your time... – Don't bother with this app unless you're prepared to sign up for a subscription immediately, as the free trial is a complete waste of time, even to evaluate the product. It automatically starts the seven day trial upon installation, but" (1★, v6.25.45, CA, 2025-11-17)

UX / design

"Clunky – I tried using the Sleep Cycle for a few days. I didn't like the fact that you are immediately taken to an alarm section. I would have liked to start at the sleep summary first. For some reason, it failed to record some nights. Not sure whether I ticke" (3★, v6.26.10, GB, 2026-03-23)

"The new design is such a downgrade! UX is not great! – I've been using this app for YEARS! I've loved it for years and years but the new design change that came with the new update is not great. It was so much easier to look at recordings with an overview inst" (2★, v6.25.43, CA, 2025-11-08)

Ads

"Tired of the ads – The app itself functions reasonably, but now floods my push notifications with endless ad spam that cannot be disabled without reducing the functionality of the app. Without ad permissions the app cannot wake you if the device locks while yo" (1★, v6.25.10, CA, 2025-03-23)

"Forceful Advertising – Long time user but unfortunately they keep for ing upgrade to premium notifications every day in app and out of app now. Unfortunately will need to remove and recommend alternatives." (1★, v6.25.10, CA, 2025-03-20)

Crashes / freezes

"Crashes on ios 15! – the app just crashes in ios 15 (latest release and older) just doing some digital minimalism trying to get a better life by using a smart dumb phone, which i think it should be accompanied with a good sleep, but the app crashes:(reach out" (1★, v6.26.9, CA, 2026-07-10)

"Cannot open app – Running 17PM 26.4 but gets stuck on a minimised screen when opening, not sure what's happening needs to be fixed :(" (1★, v6.26.9, GB, 2026-03-16)

Performance

"ALARM IF BATTERY LOW – A loud alarm will play in the middle of the night if your battery on your phone gets to 10%. I had no idea what was going on and my partner and I were both startled awake middle of the night before work. My phone would have lasted anothe" (3★, v6.26.4, GB, 2026-02-11)

"Nice app but taking your heart rate is a pain in the arse! – Nice app but taking your heart rate is a total pain I. The arse! Every morning I put my two fingers over the camera and flash and it starts to take my heart rate, gets to a third of the way and just " (3★, v6.26.26, GB, 2026-07-28)

The 10 most important fixes

1. Ease paywall pressure [Pricing / subscription · 70 reviews · avg severity 2.4/3 · versions 6.25.26, 6.25.23]

Keep core features usable for free users or explain clearly what is paid; show the paywall less often. "All they care is money – It was a fantastic app. Unfortunately for over a year it keeps getting worse and worse. More stuff is put behind paywall, they don't care about customers. All they interested is your money. What it was a great simpl" (1★, GB)

2. Justify or adjust the price [Pricing / subscription · 67 reviews · avg severity 2.3/3 · versions 6.25.49, 6.25.23]

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

"Not worth the price – Extremely expensive app with very poor value for money — I paid either \$59 or \$79 in January 2025 and ended up cancelling after about two months of use. Apple's own sleep tracking already rates my sleep as very poor, " (1★, CA)

3. Soften the redesign backlash [UX / design · 47 reviews · avg severity 2.5/3 · versions 6.26.391, 6.25.23]

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

“Designs are getting worse and worse – Number of years ago, when I started using the app, it was slick minimalistic into the point. Then years after into the development they started messing around with user interface and introduce the new “” (1★, CA)

4. Improve content quality [Feature requests · 43 reviews · avg severity 2.2/3 · versions 6.26.391, 6.26.14]

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

“Inaccurate & Inflexible – A once great App is a poor substitute thanks to take over by investment company. This App is regularly wrong about if you are asleep - the foundational functionality! There is no ‘Settings’ function so lacks ba” (1★, CA)

5. Make trials and renewals transparent [Pricing / subscription · 27 reviews · avg severity 2.3/3 · versions 6.26.391, 6.26.37]

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

“No cancel or refund options - free trial subscription trap! – Short version: Don’t download it or sign up for the “Free Trial”. This app seemed OK from its App Store page, so I signed up for the free trial. After a couple of days I tried ” (1★, CA)

6. Fix notifications [Bugs · 21 reviews · avg severity 2.2/3 · versions 6.26.391, 6.25.10]

Check notification delivery and let users control frequency in settings.

“Push notifications becoming annoying – I have this app because of the smart alarm and general tracking of my sleep, so generally I do like it. But I’m getting almost daily notifications to get premium and they are slowly pushing me to unins” (3★, CA)

7. Answer support requests [Bugs · 19 reviews · avg severity 2.5/3 · versions 6.25.26, 6.26.391]

Add an in-app contact option and reply to these App Store reviews; Apple lets developers respond publicly.

“Terrible Support & Some features don’t work with iPhone 16 – I have always paid for the app. The person who replies through support is not helpful, dismissive and sometimes even rude. The heart monitor doesn’t work on iPhone 16 and ther” (1★, CA)

8. Stop data / progress loss [Bugs · 14 reviews · avg severity 2.4/3 · versions 6.26.400, 6.26.31]

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

“No longer a good App – Used this app for 7 years without issue. Have moved data and profile between new phones for years without issue. The app was deleted but when reinstalled all archive data lost. I have a copy of the data but tech sup” (1★, CA)

9. Ship the most requested feature [Feature requests · 18 reviews · avg severity 1.7/3 · versions 6.26.19, 6.26.32]

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

“Needs option to hide sleep data – Love the app. I use it for the alarm clock functionality, waking me up in the lightest part of my sleep cycle in the morning. What I find very stressful is, upon waking and turning off the alarm, immediatel” (4★, GB)

10. Fix features broken by the latest update [Bugs · 13 reviews · avg severity 2.2/3 · versions 6.26.26, 6.26.32]

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

“Doesn’t respond to feedback – 11/13 Updaye. LUMA AI Beta is a joke and there is no OFF switch it says on device only usage of data but if you want to disable LUMA you must delete or not use any of your statistics / journal information or to” (1★, CA)

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.