PickClean Support

Thank you for using PickClean. This is the app Support page linked from the App Store product page. If you have a question or run into an issue, please check the information below.

About the App

PickClean is a photo cleaning app that lets you compare several similar photos on one screen and keep only the best shot with a single tap.

- **Film Mode:** Photos that are automatically grouped by capture time and image similarity are shown in a horizontal film strip so you can compare them side by side and keep only the best shot.
- **Swipe Mode:** Standalone photos such as screenshots and downloaded images can be quickly sorted with a left/right swipe.
- **Streak & Statistics:** Track your cleanup habit with a streak counter and storage-saved statistics.

Frequently Asked Questions (FAQ)

1. Are deleted photos removed immediately?

Photos marked for deletion in Film Mode or Swipe Mode are not removed instantly — they are deleted in a batch when the session ends or the cleanup is completed. Because there is a system confirmation step right before deletion, if you added a photo to the delete queue by mistake, you can still recover it from the "Recently Deleted" album in your device's Photos/Gallery app before that final confirmation step (subject to your device OS's policy).

2. A photo I already reviewed shows up in a group again.

PickClean records every photo you've already processed (kept or deleted) and excludes it from future scans. Only newly captured or newly added photos should appear as new groups or standalone photos. If an already-processed photo keeps reappearing, it may be because the app was reinstalled, device storage was reset, or the photo's ID changed due to iCloud/cloud sync. If this happens, please contact us.

3. The similar-photo grouping isn't accurate (unrelated photos are grouped together).

Photos are grouped automatically based on the time interval between shots and image similarity. Photos with large differences in lighting, framing, or quality may be measured as less similar and excluded from a group, while photos with simple, similar-looking backgrounds may sometimes be grouped together even if unrelated. Within any group, you can select "Keep All" at any time to prevent any photo from being deleted.

4. What's the difference between the Pro subscription and the lifetime purchase?

- **Annual subscription ($9.99/year):** Auto-renews yearly and removes ads while unlocking unlimited Film Mode.
- **Lifetime purchase ($29.99):** A single one-time payment that removes ads and unlocks unlimited Film Mode permanently, with no renewal.

5. I want to cancel my subscription.

Subscriptions are managed through your Apple (App Store) or Google (Play Store) account settings. PickClean does not store your payment information or process cancellations directly within the app.

- **iOS:** Settings → Apple ID → Subscriptions
- **Android:** Play Store → Profile → Payments & subscriptions → Subscriptions

6. I want to restore my subscription.

Tap **"Restore Purchases"** on the Settings screen to restore a previous purchase. You must be signed in with the same App Store/Google account you originally purchased with.

7. Why does the app need access to my photos?

Your photo library is scanned entirely on your device, and this access is used solely to provide similar-photo grouping and cleanup features. Your photos are never uploaded to an external server.

8. The scan is slow or the app freezes.

If you have a very large photo library (tens of thousands of photos or more), the first scan may take some time. After that, only newly added photos are analyzed, making subsequent scans much faster. If the issue persists, please let us know your device model, iOS/Android version, and approximate photo count so we can look into it quickly.

9. I'm not receiving notifications.

Please check that notifications are enabled under Settings → Notifications in the app, and also confirm that notification permission is allowed for PickClean in your device's system settings.

Contact Us

If the FAQ doesn't resolve your issue, please reach out to us below.

- **Email:** pickclean@learnbody.co.kr
- **Response time:** Within 1–2 business days

Including the following information in your message will help us assist you faster:

- Device model (e.g., iPhone 15, Galaxy S24)
- OS version
- App version (found at the bottom of the Settings screen)
- A brief description of the issue, or a screenshot

Related Links

• Privacy Policy

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