

Support

Help for the Vibrator iPhone app - updated October 13, 2026

Contact DenciSoft

For app questions, technical issues or feedback, email contact@dencisoft.com.

To help us investigate a problem, include your iPhone model, iOS version and the app version. Do not send passwords, payment details or other sensitive information.

If Vibrator does not produce haptics

- Use an iPhone model that supports haptic feedback.
- Check that vibration and haptic options are enabled in iPhone Settings.
- Keep Vibrator open while a pattern is playing. Playback stops when the app becomes inactive or the iPhone is locked.
- Return to Vibrator and tap Start again after changing system settings.

Vibrator Pro

Vibrator Pro is a one-time, non-consumable purchase. It removes ads and unlocks advanced vibration controls, core themes and core patterns. It does not include separately sold theme or pattern collection packs.

Theme and pattern collection packs

Each theme collection pack or pattern collection pack is a separate one-time, non-consumable purchase. A purchased pack unlocks the content in that collection. It does not unlock other collections or remove ads by itself.

Unlimited annual subscription

Unlimited unlocks all Pro benefits, all theme collections and all pattern collections available in Vibrator while the subscription is active. You do not need to buy those packs separately to access them through an active Unlimited subscription.

Unlimited renews annually unless canceled. Apple shows the price, billing period and any offer terms before you confirm the purchase. Payment is handled through your Apple Account.

Restore Purchases

To restore Vibrator Pro, individual collection packs or verify subscription access, sign in with the Apple Account used for the original purchase and use Restore Purchases in the app. An expired subscription does not provide active Unlimited access. If a purchase still does not appear, email us with the product name and a description of the problem. Do not send your Apple Account password or payment card details. See Apple's purchase restoration guidance.

Manage or cancel Unlimited

On iPhone, open Settings, tap your name, then Subscriptions and choose Unlimited for Vibrator. You can manage or cancel renewal there. Canceling renewal normally leaves access available until the paid subscription period ends; the status and end date are shown in Apple's subscription settings. Removing the app does not cancel a subscription. See Apple's subscription management guidance.

When Unlimited access ends, Pro features and collection content accessed only through the subscription become locked again. Vibrator Pro and collection packs you purchased separately remain unlocked, subject to the status of those purchases.

Billing and refunds

Apple handles billing and refunds; see Apple Support for billing. Prices and terms appear before purchase. For information about your data, read our Privacy Policy.