

App Store complaint report

DeepSeek - AI Assistant · ██████████ · current version 2.7.0

Generated 2026-10-24 from the 300 most recent public App Store reviews across 3 storefronts (2025-05-13 to 2026-10-22).

Metric	Value
Reviews analysed	300 (300 classified by AI)
Average stars (these reviews)	3.01
Reviews with a complaint	118 (39%)
Storefronts	CA 150, US 100, AU 50
All-time App Store rating (US)	3.87 from 12,357 ratings

Complaint categories

Category	Reviews	Avg severity (0-3)	Most affected versions
Bugs	92	2.2	2.6.2 (20), 2.6.1 (11), 2.5.1 (9)
Feature requests	51	2.0	2.6.2 (8), 2.6.1 (8), 2.5.1 (7)
UX / design	35	2.0	2.6.2 (7), 2.5.1 (7), 2.6.1 (5)
Performance	25	2.3	2.5.1 (4), 2.6.2 (4), 2.5.2 (3)
Crashes / freezes	10	2.5	2.6.3 (2), 2.6.2 (1), 1.6.7 (1)
Pricing / subscription	4	2.6	2.6.2 (1), 2.5.2 (1), 2.1.0 (1)

Trend by version (newest first)

Version	Reviews	Avg stars	Complaint share
2.7.0	4	1.0	75%
2.6.3	21	3.7	29%
2.6.2	57	2.6	47%
2.6.1	30	2.3	57%
2.6.0	1	2.0	100%
2.5.2	12	1.8	50%
2.5.1	17	2.5	65%
2.5.0	1	1.0	0%

Representative quotes

Bugs

“Horrible do not use - I was writing a letter for my boyfriend doesn’t work it’s horrible it’s supposed to help me, but it didn’t help me at al Justin glitched halfway and just kicked me out this is a really bad do not use I repeat myself do not use. You will w” (1★, v1.2.8, CA, 2025-08-03)

“Another update is terrible as expected – So the update is still not fixed. I’m still dealing with this whole too many regenerations and I feel like also the modernization is also a big problem. What I mean is that it just keeps saying everything I’m putting is” (1★, v2.6.2, US, 2026-10-19)

Feature requests

“Still deeply sycophantic - Deep Seek is impressive and adding more features but unfortunately its default starting position is very sycophantic. I can easily make it lie to me and it's super annoying when you need a straight answer. An example is we bought 2 b” (3★, v2.2.2, AU, 2026-07-19)

“Problem – I like DeepSeek! But I wish it were possible to send photos in all modes without any text. For creative people, this is a big problem. Or I wish DeepSeek had a shared memory, not just within one search history. For example, I discussed a topic in one” (5★, v2.3.1, AU, 2026-08-03)

UX / design

“Touche "Entrée" du clavier virtuel déclenche l'envoi prématuré du message au lieu d'un saut de ligne – message généré par DeepSeek: Objet (Sujet) : [UI/UX - Mobile] - Touche "Entrée" du clavier virtuel déclenche l'envoi prématuré du message au lieu d'un saut” (2★, v1.5.4, CA, 2025-12-18)

“Bug with iOS keyboard – this app looks promising but there is currently no way to space paragraphs as we instead have 2 send buttons, the one in the app's input interface, and the iOS keyboard itself in the app having its intended "enter"/"return" option showi” (3★, v1.5.4, CA, 2025-12-15)

Performance

“Take Notes, People – DeepSeek AI: Understanding Its Strengths and Limitations This review aims to provide a straightforward perspective on DeepSeek AI, addressing common observations and concerns. Key Considerations 1. Content Moderation: Like any platform ope” (3★, v1.2.6, CA, 2025-07-15)

“too bad – too many restrictions and lags. i can't use it for study or even everyday tasks anymore. i feel really sorry for this app cause it was really good but now it's just unusable” (1★, v2.7.0, US, 2026-10-22)

Crashes / freezes

“лимит – я молчу о лимите сообщений в день, но у меня лимит в самом чате, мол «достигнут предел длины, начните новый чат». хорошо, начинаю новый чат, пишу сообщение, и сразу же снова вылетает «достигнут лимит длины». соответственно приложение полностью перестал” (1★, v2.4.5, AU, 2026-09-09)

“Отвροително – Ранше было все потрясающе но то что происходит с ним на даном этапе происходит невыносимо догадки грузит так как будто сейчас все откажет! Порой вообще не дает не чего написать” (1★, v2.6.3, US, 2026-10-20)

Pricing / subscription

“zaebali – ну вы либо хотя бы платную подписку подключите чтоб этой huini с вечным ожиданием не было либо башку не ebite сколько nahui можно уже сначала лимит на регенерации теперь это ДА Я ГОТОВА ПЛАТИТЬ ДЕНЬГИ MONEY ЛИШЬ БЫ ЭТО ГЛУПОЕ ЧУДОВИЩЕ НОРМАЛЬНО РАБОТ” (1★, v2.5.2, AU, 2026-09-24)

“Плакать и плакать – Дипсик - лучшая платформа для ролевых игр. Была. Деградация просто колоссальная - ответы стали быстрыми,но очень тупыми. Во-первых, он начал писать однотипно, неинтересно. Во. Вторых. Каждое. Предложение. Теперь. Читаем. Через. Точку. Спуст” (2★, v2.6.2, US, 2026-10-08)

The 10 most important fixes

1. Improve content quality [Feature requests · 64 reviews · avg severity 2.3/3 · versions 2.6.2, 2.6.1]

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

“Garbage – Gives wrong answers very often!” (1★, CA)

2. Soften the redesign backlash [UX / design · 65 reviews · avg severity 2.2/3 · versions 2.6.2, 2.6.1]

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

“To the idiot who designed the return key to auto send no matter what – You need to be fired and never find work for the rest of your worthless life” (1★, CA)

3. Ship the most requested feature [Feature requests · 41 reviews · avg severity 2.0/3 · versions 2.6.1, 2.5.1]

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

“Bad – After the latest update, the app has become almost unusable for roleplay. Characters are emotionless, forget the context, show no initiative, and the responses have turned into short, lifeless, generic text. Please bring back the prev” (1★, CA)

4. Rethink usage limits [Pricing / subscription · 22 reviews · avg severity 2.2/3 · versions 2.6.2, 2.1.1]

Users read hard limits as a cash grab; consider softer limits or earning more through use.

“The app has gone bad – The limit on editing has become very stale, so it has also become very unintelligent. You've ruined a good app, there's nothing more to say. It will be the same as with the charterAi.□□” (1★, US)

5. Fix login / account access [Bugs · 10 reviews · avg severity 2.4/3 · versions 2.6.1, 2.6.2]

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

“New version is unusable – The recent update completely lobotomized this AI: - It has trouble with memories even in short chat logs - It hallucinates, making up false information - Doesn’t follow half of the prompt - Strict regeneration lim” (1★, US)

6. Fix features broken by the latest update [Bugs · 10 reviews · avg severity 2.2/3 · versions 2.5.1, 2.6.1]

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

“Unable to send photos to the existing chat – Everything used to work perfectly: when sending a photo through the "plus" button, it was attached to the current dialog. But today, when trying to send a photo, a message appears: "This message" (5★, CA)

7. Stop data / progress loss [Bugs · 11 reviews · avg severity 2.0/3 · versions 2.6.2, 1.6.7]

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

“Le problème de Deepseek – Je suis utilisatrice de cette ia depuis le début et je l’ai vu s’améliorer. Mais le problème le plus fréquent est le reste. Je travaille sur des fictions et elle m’aide beaucoup à narrer. Mais mon compte se reset p” (4★, US)

8. Speed up loading [Performance · 10 reviews · avg severity 2.1/3 · versions 1.2.1, 1.2.2]

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

“slow and laggy – i have to send the same message like 6 times before it responds, please fix this” (1★, CA)

9. Fix in-use crashes and freezes [Crashes / freezes · 7 reviews · avg severity 2.6/3 · versions 2.6.3, 2.6.2]

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

“Sudden Memory Loss in Chat! Censors Like It Has "Persecution Mania" – 1. Chat Randomly Resets: In the middle of deep discussions, the chat is forced into a new window without any warning. All context vanishes, as if the AI suddenly got amne” (1★, CA)

10. Answer support requests [Bugs · 6 reviews · avg severity 2.4/3 · versions 2.6.1, 2.1.0]

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

“Scammers – I had a really bad experience with DeepSeek. A month ago, I purchased their subscription for \$1 for one week, and after that it was supposed to be \$41. However, they charged me \$1 four separate times through support payments, so ” (1★, AU)

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.