

Netflix Error Code UI-800-3: Why It Happens & How to Fix It (2025 Guide)

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Quick answer

That dreaded message.

What's going on when UI-800-3 shows up?

That dreaded message-

Quote: "Netflix has encountered an error. Retrying in X seconds. Code: UI-800-3"

-is Netflix's way of telling you there's a problem with the data stored on your device. The app can't properly communicate with Netflix's servers because something in the cached info or device settings has gone off track.

Variants of UI-800-3 (e.g. 100018, 205040, 307006, 106038) often point to the same root cause: stale, corrupted, or mismatched local data.

Why UI-800-3 pops up (common causes)

Here are the usual suspects:

- App cache or stored data has become corrupted
- Device firmware (system software) is outdated
- Incompatible or custom network settings (VPNs, DNS overrides)
- Device is no longer certified for Netflix (or support dropped)
- Internal software conflict after a recent update
- Hardware or deep system-level glitch (especially in some UI-800-3 variants)

Fixes: Try these step-by-step (from least intrusive to more drastic)

You don't need to do all of these-stop when Netflix works again.

Step 1. Full power restart | What to Do: Turn off your device completely -> unplug power for ~30-60 seconds -> plug back in -> launch Netflix | Notes & Tips: Helps clear temporary glitches. Many users report success here especially on Smart TVs.

Step 2. Sign out & sign back in | What to Do: In Netflix settings, choose "Sign Out / Deactivate" -> then log in again | Notes & Tips: On devices stuck in the error screen, some remotes support a secret button combo to bring up "Deactivate" (Up, Up, Down, Down, Left, Right, Left, Right, Up, Up, Up, Up)

Step 3. Clear app cache / data | What to Do: Go to device's settings -> Apps -> Netflix -> Clear Cache / Clear Data | Notes & Tips: This removes local stored files that might be corrupted.

Step 4. Uninstall & reinstall Netflix | What to Do: Delete the app, restart the device, reinstall from App Store, log in again | Notes & Tips: If Netflix is pre-installed (especially on Smart TVs), full uninstall may not be possible

Step 5. Power cycle your network | What to Do: Turn off Netflix device -> unplug your modem & router -> wait 30-60s -> power modem -> power router -> then turn on your device | Notes & Tips: Often fixes connection-related inconsistencies tied to cached DNS or routing

Step: 6. Reset network settings / disable custom DNS/VPN | What to Do: Remove VPNs or proxies -> set DNS to automatic (or ISP default) | Notes & Tips: Misconfigured network routing is a frequent culprit

Step: 7. Update device firmware / system software | What to Do: Go to device's Settings -> About / System -> Check for updates -> install any available | Notes & Tips: In many cases, manufacturers release patches specifically to address streaming app issues.

Step: 8. More serious reset (factory / system-level reset) | What to Do: Reset the device to factory default (or Smart Hub reset on Samsung TVs) | Notes & Tips: This is a last resort-will remove all apps and settings.

Device-specific tips & quirks

- Samsung Smart TV : Reset the Smart Hub (Settings -> Support -> Self Diagnosis). This can flush system-level app info.
- Amazon Fire TV / Stick : Settings -> Applications -> Manage Installed Applications -> Netflix -> Clear Cache / Data -> reboot.
- Roku / Roku Ultra : On Home screen -> Settings -> System -> Power -> System Restart -> Restart. Also remove and re-add the Netflix channel.
- Google Chromecast / Google TV : Update system software (Settings -> System -> About -> System update) - Google has rolled out a fix update for this error.
- Gaming consoles, Blu-ray players, set-top boxes : Follow generic steps above (cache clear, reinstall, reset).
- Devices not certified for Netflix (UI-800-3 variant 104001) : Netflix may drop support entirely-if you're seeing that variant, switch to a certified device.

Prevention: How to keep UI-800-3 from coming back

- Always keep your Netflix app & device OS updated
- Avoid using custom DNS or VPNs unless necessary
- OCCASIONALLY sign out & back in to refresh data
- Use network setups (router, modem) that are stable and well within streaming spec
- Stick to Netflix-certified devices, especially for long-term use

Frequently Asked Questions

Q: Is UI-800-3 a Netflix server issue? No, it's almost always local on your device. Netflix's documentation points to "data stored on your device" as the culprit.

Q: Will signing out of all devices help? It can, especially when the app is unresponsive. Use Netflix's account settings on their website to "Sign out of all devices." This forces a fresh login everywhere.

Q: After all this, nothing works. What next?

- Contact Netflix support and mention the exact variant of UI-800-3 you see (e.g. 100018, 307006).
- Try viewing on a different device to narrow whether the issue is device-specific.
- As a last resort, factory reset your hardware (knowing you'll lose settings).