

Subject: Discrepancy between social media advertising and actual product performance

Dear Catarina Severino.

I am writing to bring a serious concern to your attention regarding the marketing claims made on your Instagram page versus the reality of the solar system I recently purchased.

In several of your recent posts, specifically one from 12th February 2026 featuring the "Zero Bill" guarantee, your marketing suggests that I would eliminate electricity bills entirely from day one.

Based on my experience over the last month, these claims are misleading for the following reasons:

Performance Misrepresentation: Your social media content promises 95% efficiency even in low light, but my system is currently only delivering 65%.

Contradictory Information: The "hassle-free 24-hour maintenance" advertised online does not align with the 10 days I have been waiting for a response to my support ticket.

Omission of Key Facts: Your ads imply these results are standard, yet they fail to mention the specific (and likely ideal) conditions required to reach them.

As a customer, I find it frustrating to see the company "selling" a version of the product that doesn't match the hardware sitting on my roof. This type of advertising is not only disappointing to existing clients but feels like a breach of trust for potential ones.

I would appreciate a clarification on why there is such a gap between your digital marketing and the actual product performance. More importantly, I would like to know what steps you will take to ensure my system meets the standards you are publicly promoting.

I look forward to your prompt response.

Regards,

Ana Ribeiro