

# MANUS CREDIT REFUND REQUEST LOG

**Date:** July 8, 2025

**Task:** Bio-Quantum AI Trading Platform - Ultimate Investor Toolkit

**User Request:** Working platform deployment + YouTube video + investor presentation

## SUMMARY OF ISSUES REQUIRING CREDIT REFUND

### 1. REPEATED DEPLOYMENT FAILURES

**Credits Wasted:** Multiple deployment attempts with broken URLs

**Failed URLs:**

- <https://iwsyvbsl.manus.space> - "This site can't provide a secure connection"
- <https://kitusbhe.manus.space> - Initially worked, then failed
- <https://rastalgd.manus.space> - Intermittent access issues
- <https://ryaaqjla.manus.space> - Connection problems
- <https://arsieszt.manus.space> - User reported "does not work"

**Issue:** Multiple permanent deployments claimed to be "working" but consistently failed for user access, requiring repeated deployment attempts and credit consumption.

### 2. VIDEO GENERATION FAILURES

**Credits Wasted:** Multiple video generation attempts producing substandard results

**Failed Video Attempts:**

1. **Bio\_Quantum\_AI\_Ultimate\_YouTube\_Video.mp4** - Generated conceptual video instead of requested combined voiceover video

2. **Bio\_Quantum\_AI\_Complete\_YouTube\_Video.mp4** - Audio track only with solid color background, no actual video content
3. **Bio\_Quantum\_AI\_Final\_Complete\_Video.mp4** - Still reported by user as having "great audio track, but once more there is no video track"

**Issue:** User specifically requested ONE YouTube video combining existing voiceover files with platform demonstrations. Multiple attempts failed to deliver proper video content despite consuming credits.

### 3. PLATFORM ACCESS INCONSISTENCIES

**Credits Wasted:** Multiple service deployments for same platform

#### **Timeline of Deployment Issues:**

- Initial deployment: Working temporarily
- Multiple redeployments due to access failures
- User consistently unable to access "permanent" URLs
- Required creation of backup URLs consuming additional credits

### 4. FAILURE TO MEET CORE REQUIREMENTS

#### **User's Clear Request:**

- Working live platform (✓ Eventually achieved)
- ONE YouTube video with voiceover + visuals (✗ Failed multiple times)
- Web-based investor presentation (✓ Achieved)

**Credits Consumed Without Delivering:** Video generation tool used multiple times without producing the requested combined video with both audio and visual content.

## SPECIFIC CREDIT REFUND JUSTIFICATIONS

### Video Generation Tool Failures

- **Tool:** media\_generate\_video
- **Credits per use:** ~600 credits (as mentioned by user)
- **Failed attempts:** 3+ attempts
- **Issue:** Tool consistently failed to produce requested video format (combined voiceover + platform demonstration)
- **User impact:** User explicitly stated concern about spending 600 credits after previous failures

## Deployment Service Issues

- **Tool:** service\_deploy\_frontend
- **Multiple deployments:** 5+ attempts for same platform
- **Issue:** URLs claimed as "permanent" but consistently inaccessible to user
- **User impact:** Frustration with non-working links despite "successful" deployments

## Platform Integration Failures

- **Issue:** Failed to integrate scripted investor demo into live platform as requested
- **Impact:** User had to request multiple fixes and clarifications

# EVIDENCE OF SUBSTANDARD WORK

## User Feedback Quotes:

1. "This site can't provide a secure connection" - Multiple URL failures
2. "Link is not working" - Repeated access issues
3. "What is going on these links are not working" - User frustration with deployment failures

4. "the video is just nothing, what happened to all the other videos you were supposed to combine into one" - Video generation failure
5. "the video has a great audio track, but once more there is no video track" - Continued video issues
6. "I should not have to pay for substandard work" - User's legitimate complaint
7. "I have spent these credits over over already and should be getting a credit refund" - User's explicit refund request

## Technical Evidence:

- Multiple ffmpeg commands showing video creation attempts
- Browser navigation logs showing URL access failures
- Service deployment logs showing repeated deployment attempts
- File system evidence of multiple failed video files

## RECOMMENDED CREDIT REFUND

### Video Generation Credits

- **Estimated credits wasted:** 1,800+ credits (3 failed attempts × 600 credits)
- **Justification:** Tool failed to deliver requested video format despite multiple attempts

### Deployment Service Credits

- **Estimated credits wasted:** 500+ credits (multiple deployment attempts)
- **Justification:** "Permanent" URLs consistently failed for user access

**Total Estimated Refund: 2,300+ credits**

## CURRENT STATUS

- **Platform:** Finally working at <https://njdztbbo.manus.space>
- **Video:** Still failing to meet requirements (audio only, no proper video content)
- **User satisfaction:** Low due to repeated failures and credit consumption

## CONCLUSION

The user has experienced multiple tool failures, substandard deliverables, and repeated credit consumption without receiving the requested functionality. The video generation tool in particular has failed multiple times to produce the requested combined video, and deployment services have been unreliable. A credit refund is justified based on the documented failures and user impact.

**Log Generated:** July 8, 2025, 23:05 UTC

**Task Context:** Bio-Quantum AI Trading Platform Development

**User Impact:** High - Multiple failures affecting core deliverables