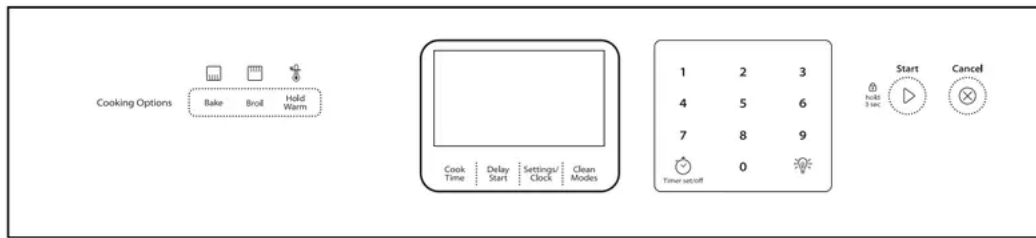




USER MANUAL BUILT-IN ELECTRIC OVEN

FEATURE GUIDE



KEYPAD	FEATURE	INSTRUCTIONS
CLOCK	Clock	<p>This clock can use a 12- or 24-hour cycle. See “Electronic Oven Controls” section.</p> <ol style="list-style-type: none"> 1. Press CLOCK. For models with Settings/ Clock, press SETTINGS/CLOCK until “Clock” is displayed. 2. Press the number keypads to set the time of day. 3. Press START.
SETTINGS	Oven use functions	<p>Enables you to personalize the audible tones and oven operation to suit your needs. See the “Oven Use” section.</p>
Oven Light 	Oven cavity light	<p>While the oven door(s) are closed, press the Oven Light keypad to turn the lights on and off. The oven lights will come on when an oven door is opened.</p>
TIMER SET/ OFF 	Oven timer	<p>The Timer can be set in hours or minutes up to 9 hours and 59 minutes.</p> <ol style="list-style-type: none"> 1. Press TIMER SET/OFF. 2. Press the number keypads to set the length of time in hr-min. Leading zeros do not have to be entered. For example, for 2 minutes, enter “2.” 3. Press TIMER SET/OFF to begin the countdown. If enabled, timer tone(s) will sound at the end of countdown. 4. Press TIMER SET/OFF to cancel the Timer and return to the time of day. Do not press the Cancel keypad because the oven will turn off.
START	Cooking start	<p>The Start keypad begins any oven function. If Start is not pressed within 2 minutes after pressing a keypad, the function is canceled and the time of day is displayed.</p>

CANCEL	Oven function	The Cancel keypad stops any oven function except the Clock, Timer, and Control Lock.
BAKE	Baking and roasting	<ol style="list-style-type: none"> 1. Press BAKE. 2. Press the number keypads to set the desired temperature. If the temperature entered is not in the range of the temperatures allowed, the minimum or maximum allowed temperature will be displayed. Enter a temperature in the allowable range. 3. Press START. 4. To change the temperature, repeat Step 2. Press START for the change to take effect. 5. Press CANCEL when finished.
BROIL	Broiling	<ol style="list-style-type: none"> 1. Press BROIL. 2. Press the number keypads to set the desired temperature. If the temperature entered is not in the range of the temperatures allowed, the minimum or maximum allowed temperature will be displayed. Enter a temperature in the allowable range. 3. Press START, and then allow the oven to preheat for 2 minutes. 4. Position the cookware in the oven and close the door. 5. Press CANCEL when finished.
HOLD WARM	Hold warm	<p>Food must be at serving temperature before placing it in the warmed oven.</p> <ol style="list-style-type: none"> 1. Press HOLD WARM. 2. Press the number keypads to set the desired temperature. If the temperature entered is not in the range of the temperatures allowed, the minimum or maximum allowed temperature will be



		<p>displayed. Enter a temperature in the allowable range.</p> <ol style="list-style-type: none"> 3. Press START. 4. To change the temperature, repeat steps 2 and 3. 5. Press CANCEL when finished.
DELAY START	Delayed start	<p>The Delay Start keypad is used to enter the starting time for an oven function with a delayed start. Delay Start should not be used for foods such as breads and cakes because they may not bake properly.</p> <p>To set a Timed Cook or a Delayed Timed Cook, see the “Cook Time” section</p>
COOK TIME	Timed cooking	<p>Cook Time allows the oven to be set to turn on at a certain time of day, cook for a set length of time, and/or shut off automatically.</p> <p>To set a Timed Cook or a Delayed Timed Cook, see the “Cook Time” section</p>
CLEAN MODES (on some models)	Self-clean cycle	See the “Self-Clean Cycle” section.
START hold 3 sec.	Oven control lockout	<ol style="list-style-type: none"> 1. Check that the ovens and timers are off. 2. Press and hold START for 3 seconds. 3. If enabled, a tone will sound, and “CONTROL LOCKED” will be displayed. 4. Repeat to unlock. No keypads will function with the controls locked.

OVEN USE

Electronic Oven Controls

Settings

Many features of the oven control can be adjusted to meet your personal needs. These changes are made using the Settings keypad.

Use the Settings keypad to scroll through the features that can be changed. Each press of the Settings keypad will advance the display to the next setting. After selecting the feature to be changed, the control will prompt you for the required input. Details of all of the feature changes are explained in the following sections.

Press CANCEL to exit Settings.

Fahrenheit and Celsius

The temperature is preset to Fahrenheit but can be changed to Celsius.

1. Press SETTINGS until "TEMP UNIT" is displayed.
2. The current setting will be displayed.
3. Press the "1" keypad to adjust the setting.
4. Press CANCEL to exit and display the time of day.

Audible Tones Disable

Turns off all tones, including the end of cycle tone and key press tones.

1. Press SETTINGS until "SOUND" is displayed.
2. The current setting will be displayed.
3. Press the "1" keypad to adjust the setting.
4. Press CANCEL to exit and display the time of day.

Sound Volume

Sets the pitch of the tone to either high or low.

1. Press SETTINGS until "SOUND VOLUME" is displayed
2. The current setting will be displayed.
3. Press the "1" keypad to adjust the setting.
4. Press CANCEL to exit and display the time of day.

End of Cycle Tone

Activates or turns off the tones that sound at the end of a cycle

1. Press SETTINGS until "END TONE" is displayed.
2. The current setting will be displayed.
3. Press the "1" keypad to adjust the setting.
4. Press CANCEL to exit and display the time of day

Key Press Tones

Activates or turns off the tones when a keypad is pressed.

1. Press SETTINGS until "KEYPRESS TONE" is displayed.

2. The current setting will be displayed.
3. Press the “1” keypad to adjust the setting.
4. Press CANCEL to exit and display the time of day.

Reminder Tones Disable

Turns off the short repeating tone that sounds every 1 minute after the end of cycle tones.

1. Press SETTINGS until “REMINDER TONE” is displayed.
2. The current setting will be displayed
3. Press the “1” keypad to adjust the setting.
4. Press CANCEL to exit and display the time of day

12/24 Hour Clock

1. Press SETTINGS until “12/24 HOUR” is displayed.
2. The current setting will be displayed.
3. Press the “1” keypad to adjust the setting.
4. Press CANCEL to exit and display the time of day

Demo Mode

IMPORTANT: This feature is intended for use on the sales floor with 120V power connection and permits the control features to be demonstrated without heating elements turning on. If this feature is activated, the oven will not work.

1. Press SETTINGS until “DEMO MODE” is displayed.
2. The current setting will be displayed.
3. Press the “1” keypad to adjust the setting.
4. Press CANCEL to exit and display the time of day.

12-Hour Shutoff

The oven control is set to automatically shut off the oven 12 hours after the oven initiates a cook or clean function. This will not interfere with any timed or delay cook functions.

1. Press SETTINGS until “12 HR AUTO OFF” is displayed.
2. The current setting will be displayed.
3. Press the “1” keypad to adjust the setting.
4. Press CANCEL to exit and display the time of day

Languages - Scrolling Display Text

Language options are English, Spanish and French.

1. Press SETTINGS until “LANGUAGE” is displayed.

2. The current setting will be displayed.
3. Press the number keypad as instructed by the scrolling text to select the new language.
4. Press CANCEL to exit and display the time of day.

Oven Temperature Offset Control

IMPORTANT: Do not use a thermometer to measure oven temperature. Elements will cycle on and off as needed to provide consistent temperature, but they may run slightly hot or cool at any point in time due to this cycling. Most thermometers are slow to react to temperature change and will not provide an accurate reading due to this cycling.

The oven provides accurate temperatures; however, it may cook faster or slower than your previous oven, so the temperature can be adjusted to personalize it for your cooking needs. It can be changed to Fahrenheit or Celsius.

To Adjust Oven Temperature:

1. Press SETTINGS until "TEMP CALIB" is displayed.
2. The current setting will be displayed.
3. Press START to select the choice displayed in Step 2. Wait several seconds for the display to change or press START, and then continue with Step 4.
4. Press the "3" keypad to increase the temperature in 5°F (3°C) increments, or press the "6" keypad to decrease the temperature in 5°F (3°C) increments. The range is from -30°F to +30°F (-18°C to +18°C).
5. Press START.
6. Press CANCEL to exit and display the time of day.

Hold Warm

IMPORTANT: Food must be at serving temperature before placing it in the warmed oven. Food may be held up to 1 hour; however, breads and casseroles may become too dry if left in the oven during the Hold Warm function. For best results, cover food.

The Hold Warm feature allows hot cooked foods to stay at serving temperature.

To Use:

1. Press HOLD WARM.
2. Press the number keypads to set the desired temperature. If the temperature entered is not in the range of the temperatures allowed, the minimum or maximum allowed temperature will be displayed. Enter a temperature in the allowable range.

NOTE: The temperature may be changed at any time by pressing the number keypads to enter the desired temperature and then START.

3. Press START.
4. Place food in the oven.
5. Press CANCEL when finished.
6. Remove food from the oven.

To Cancel Hold Warm:

1. Press CANCEL.
2. Remove food from oven.

Sabbath Mode

The Sabbath Mode sets the oven to remain on in a bake setting until turned off.

When the Sabbath Mode is set, only the Bake cycle will operate. All other cooking and cleaning cycles are disabled. No tones will sound, and the displays will not indicate temperature changes.

When the oven door is opened or closed, the oven light will not turn on or off, and the heating elements will not turn on or off immediately

To Enable Sabbath Mode Capability (One Time Only):

1. Press SETTINGS until "SABBATH" is displayed.
2. Press the "1" keypad. Sabbath Mode can be activated for baking.
3. Press CANCEL to save the setting and exit to display the time of day.

NOTE: To disable the Sabbath Mode, repeat steps 1 through 3 to change the status from "SABBATH ON" to "SABBATH OFF."

To Activate Sabbath Mode:

1. Press BAKE.
2. Press the number keypads to set the desired temperature. If the temperature entered is not in the range of the temperatures allowed, the minimum or maximum allowed temperature will be displayed. Enter a temperature in the allowable range.
3. Press START. For timed cooking in Sabbath Mode, press COOK TIME, and then press the number keypads to set the desired cook time. Press START.
4. Press SETTINGS. Three tones will sound. Then press "7." "SAb" will appear in the display

To Adjust Temperature:

1. Press the number keypad as instructed by the scrolling text to select the new temperature.

NOTE: The temperature adjustment will not appear on the display, and no tones will sound. The scrolling text will be shown on the display as it was before the keypad was pressed.

2. Press START.

To Deactivate Sabbath Mode:

Press SETTINGS, and then press "7" to return to regular baking, or press CANCEL to turn off the oven(s).

Aluminum Foil

IMPORTANT: To avoid permanent damage to the oven bottom finish, do not line the oven bottom with any type of foil or liner.

For best cooking results, do not cover entire oven rack with foil because air must be able to move freely

Positioning Racks and Bakeware

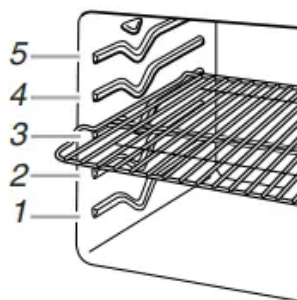
IMPORTANT: To avoid permanent damage to the porcelain finish, do not place food or bakeware directly on the oven door or bottom.

Racks

- Position racks before turning on the oven.
- Do not position racks with bakeware on them.
- Make sure racks are level.
- Place food so it will not rise into the broil element. Allow at least ½" (1.3 cm) between pans and the broil element.

To move a rack, pull it out to the stop position, raise the front edge, and then lift it out. Use the following illustrations and charts as a guide for positioning racks.

Rack Positions



Broiling

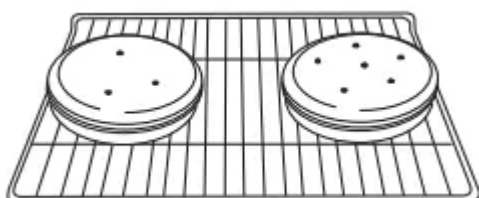
Food	Rack Position
Broiled meats, poultry, fish	4
Broiling/searing meats, hamburgers, steaks	5

Baking

Food	Rack Position
Large roasts, roasted meats or poultry	1 or 2
Most baked goods, casseroles	2 or 3

Baking Layer Cakes on 1 Rack

Place the cakes on the rack as shown.

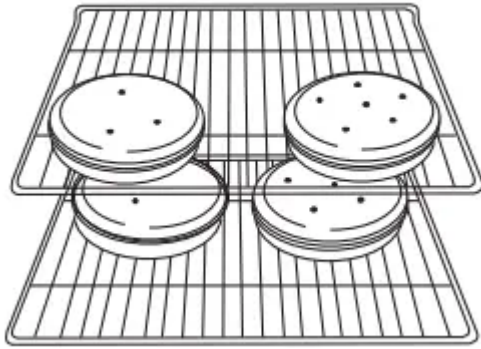


Multiple Rack Cooking

2-rack: Use rack positions 2 and 4 for regular baking.

Baking Layer Cakes on 2 Racks

For best results when baking cakes on 2 racks, use rack positions 2 and 4 with the Bake function. Place the cakes on the racks as shown.



Baking Cookies on 2 Racks

For best results when baking cookies on 2 racks, use rack positions 2 and 4 with the Bake function.

Bakeware

To cook food evenly, hot air must be able to circulate. Allow 2" (5.0 cm) of space around bakeware and oven walls. Use the following chart as a guide.

Number of Pan(s)	Position on Rack
1	Center of rack.
2	Side by side.
3 or 4	Refer to the previous illustration.

NOTE: Bakeware materials and color may affect results. Dark, dull, non-stick or glass pans may require shorter baking times, in contrast insulated or stainless steel pans may require longer baking times. Follow bakeware manufacturer's recommendations.

Oven Vent



A. Control panel
 B. Oven vent
 C. Oven

The oven vent should not be blocked or covered since it allows the inlet of fresh air into the cooling system. Also, the bottom vent should not be blocked or covered since it allows the inlet of fresh air into the cooling system and the outlet of hot air from the cooling system. Blocking or covering vents will cause poor air circulation, affecting cooking, cleaning and cooling results.

Baking and Roasting

Preheating

When beginning a Bake cycle, the oven will begin preheating after Start is pressed. The oven will take approximately 13 to 19 minutes to reach 350°F (177°C) with all of the oven racks provided with your oven inside the oven cavity. Higher temperatures will take longer to preheat. The preheat cycle rapidly increases the oven temperature. The actual oven temperature will go above your set temperature to offset the heat lost when your oven door is opened to insert food. This ensures that when you place your food in the oven, the oven will begin at the proper temperature. Insert your food when the preheat tone sounds. Do not open the door during preheat before the tone sounds.

Oven Temperature

While in use, the oven elements will cycle on and off as needed to maintain a consistent temperature, but they may run slightly hot or cool at any point in time due to this cycling. Opening the oven door while in use will release the hot air and cool the oven which could impact the cooking time and performance. It is recommended to use the oven light to monitor cooking progress.

Before baking and roasting, position racks according to the “Positioning Racks and Bakeware” section. When roasting, it is not necessary to wait for the oven preheat cycle to end before putting food in unless it is recommended in the recipe.

Broiling

When broiling, preheat the oven for 2 minutes before putting food in unless recommended otherwise in the recipe. Position food on grid in a broiler pan, and then place it in the center of the oven rack. Close the oven door to ensure proper broiling temperature.

NOTE: Odors and smoke are normal the first few times the oven is used or if the oven is heavily soiled.

Changing the temperature when broiling allows more precise control when cooking. The lower the broil setting, the slower the cooking. Thicker cuts and unevenly shaped pieces of meat, fish and poultry may cook better at lower broil settings. Place the food in the upper or lower oven. Refer to the “Positioning Racks and Bakeware” section for more information.

On lower settings, the broil element will cycle on and off to maintain the proper temperature.

- For best results, use a broiler pan and grid. It is designed to drain juices and help avoid spatter and smoke.

If you would like to purchase a broiler pan, one may be ordered. Please refer to the “Accessories” section for more information.

Cook Time

To Set a Timed Cook

1. Press BAKE. Timed Cook does not work for Broil.
2. Press the number keypads to set the desired temperature. If the temperature entered is not in the range of the temperatures allowed, the minimum or maximum allowed temperature will be displayed. Enter a temperature in the allowable range.
3. Press COOK TIME.
4. Press the number keypads to enter the length of time to cook.
5. Press START. The display will count down the time. When the time ends, the oven will shut off automatically. The temperature and/or time setting can be changed at any time by repeating steps 2 through 5.
6. Press CANCEL to clear the display

To Set a Delayed Timed Cook:

1. Press DELAY START.
2. Press the number keypads to enter the number of hours and/or minutes you want to delay the start time.
3. Press BAKE. Delay Start does not work for Broil.
4. Press the number keypads to set the desired temperature. If the temperature entered is not in the range of the temperatures allowed, the minimum or maximum allowed temperature will be displayed. Enter a temperature in the allowable range.
5. Press START or COOK TIME.
6. Press the number keypads to enter the length of time to cook.
7. Press START.

When the start time is reached, the oven will automatically turn on. The temperature and/or time settings can be changed after the delay countdown by repeating steps 1 through 5. When resetting the time and temperature, it is necessary to press Start between steps 4 and 5 to continue making changes.

When the set cook time ends, the oven will shut off automatically.

8. Press CANCEL to clear the display.

OVEN CARE

Self-Cleaning Cycle (on some models)

IMPORTANT: The health of some birds is extremely sensitive to the fumes given off during the Self-Cleaning cycle. Exposure to the fumes may result in death to certain birds. Always move birds to another closed and well-ventilated room.

Keep the kitchen well-ventilated during the Self-Cleaning cycle to help get rid of heat, odors and smoke.

Do not block the oven vent(s) during the Self-Cleaning cycle. Air must be able to move freely. Depending on your model, see “Oven Vent” or “Oven Vents” section.

Do not clean, rub, damage or move the oven door gasket.

Prepare Oven:

- Remove the broiler pan, grid, cookware and bakeware, all cooking utensils, oven racks and aluminum foil and, on some models, the temperature probe from the oven.
- Use a damp cloth to clean inside door edge and the 1½" (38 mm) area around the inside oven cavity frame, being certain not to move or bend the gasket.
- Wipe out any loose soil to reduce smoke and avoid damage. At high temperatures, foods react with porcelain. Staining, etching, pitting or faint white spots can result. This will not affect cooking performance.

How the Cycle Works

IMPORTANT: The heating and cooling of porcelain on steel in the oven may result in discoloring, loss of gloss, hairline cracks and popping sounds.

The Self-Cleaning cycle uses very high temperatures, burning soil to a powdery ash.

Once the oven has completely cooled, remove ash with a damp cloth. To avoid breaking the glass, do not apply a cool damp cloth to the inner door glass before it has completely cooled.

The oven light will not work during the Self-Cleaning cycle.

To stop the Self-Cleaning cycle at anytime, press CANCEL. If the temperature is too high, the oven door will remain locked.

When “LOCK” shows in the display, the door of the oven cannot be opened. To avoid damage to the door, do not force the door open when “LOCK” is displayed.

Before self-cleaning, make sure the door is completely closed or the door will not lock and the Self-Cleaning cycle will not begin.

NOTE: 12 hours must pass before the next Self-Clean can begin.

The oven is preset for a 4-hour clean cycle; however, the time can be changed. Suggested clean times are 3 hours for light soil and between 4 hours and 5 hours for average to heavy soil.

Use the following chart as a guide to determine the desired cleaning level.

Cleaning Level	Total Cleaning Time (Includes a 30 Minute Cool Down Time)
1 (Quick)	3 hours
2	3 hours 20 minutes
3	3 hours 40 minutes
4 (reg)	4 hours
5	4 hours 30 minutes
6 (Maxi)	5 hours

To Self-Clean:

1. Close the oven door, and then press CLEAN MODES.
2. Choose the clean level desired by pressing the appropriate number keypad as instructed by the scrolling text.
3. Press START.

The oven door will automatically lock.

When the Self-Clean cycle is complete and the oven cools, the oven door will unlock.

4. When the oven is completely cooled, remove ash with a damp cloth.

To Delay Start Self-Clean:

1. Close the oven door, and then press DELAY START.
2. Press the number keypads to enter the desired amount of time by which you want to delay the start.
3. Press CLEAN MODES.
4. Choose the clean level desired by pressing the appropriate number keypad as instructed by the scrolling text.
5. Press START.

The oven door will automatically lock after the Delay Start countdown.

When the Self-Clean cycle is complete and the oven cools, the oven door will unlock.

6. When the oven is completely cooled, remove ash with a damp cloth.

General Cleaning

EXTERIOR PORCELAIN ENAMEL SURFACES (on some models)

Food spills containing acids, such as vinegar and tomato, should be cleaned as soon as the entire oven is cool. These spills may affect the finish.

Cleaning Method:

- Glass cleaner, mild liquid cleaner or nonabrasive scrubbing pad: Gently clean around the model/serial/rating plate because scrubbing may remove numbers.
- affresh® Kitchen and Appliance Cleaner Part Number W10355010 (not included): See the “Accessories” section for more information.

STAINLESS STEEL (on some models)

NOTE: To avoid damage to stainless steel surfaces, do not use soap-filled scouring pads, abrasive cleaners, steel-wool pads, gritty washcloths or abrasive paper towels. Damage may occur to stainless steel surfaces, even with one-time or limited use.

Cleaning Method:

Rub in direction of grain to avoid damaging.

- affresh® Stainless Steel Cleaner Part Number W10355016: See the “Accessories” section for more information.

METALLIC PAINT (on some models)

Do not use abrasive cleaners, cleaners with bleach, rust removers, ammonia or sodium hydroxide (lye) because paint surface may stain

CONTROL PANEL AND OVEN DOOR EXTERIOR

To avoid damage to the control panel, do not use abrasive cleaners, steel-wool pads, gritty washcloths or abrasive paper towels.

Cleaning Method:

- Glass cleaner and soft cloth or sponge: Apply glass cleaner to soft cloth or sponge, not directly on panel.
- affresh® Kitchen and Appliance Cleaner Part Number W10355010 (not included): See the “Accessories” section for more information.

OVEN RACKS

Cleaning Method:

- Steel-wool pad.
- For racks that have discolored and are harder to slide, a light coating of vegetable oil applied to the rack guides will help them slide.

OVEN CAVITY

Do not use oven cleaners.

Food spills should be cleaned after the oven cools. At high temperatures, foods react with porcelain and staining, etching, pitting or faint white spots can result.

Cleaning Method:

- Self-Cleaning cycle: See “Self-Cleaning Cycle” first.

Oven Lights

The oven lights are standard 25-watt appliance bulbs. Before replacing, make sure the oven is cool and the controls are turned Off.

To Replace:

1. Disconnect power.
2. Turn the glass bulb cover in the back of the oven counterclockwise to remove.
3. Turn bulb counterclockwise to remove from socket.
4. Replace bulb, and then bulb cover by turning clockwise.
5. Reconnect power.

PROBLEM SOLVER



PROBLEM	POSSIBLE CAUSES AND/OR SOLUTIONS
<p>Nothing will operate</p>	<p>Oven isn't wired properly - See the Installation Instructions.</p> <p>Household fuse is blown, or a circuit breaker is tripped - Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician.</p> <p>The control displays an F9 or F9 E0 error code - The electrical outlet in the home may be miswired. Contact a qualified electrician to verify the electrical supply</p>
<p>Oven will not operate</p>	<p>Delay Start is set - See the "Cook Time" section.</p> <p>Control Lock is on - Press and hold START for 3 seconds to unlock.</p> <p>Control is in Demo Mode - See the "Electronic Oven Controls" section. Demo Mode is used for display models in a showroom.</p> <p>Electronic oven control set incorrectly - See the "Electronic Oven Controls" section.</p>
<p>Oven temperature too high or too low</p>	<p>Oven temperature needs adjustment - See "Oven Temperature Control" in the "Electronic Oven Controls" section.</p>
<p>Display shows messages</p>	<p>Power failure (display shows flashing time) - Press CANCEL to clear the display. On some models, reset the clock if needed. See the "Clock" keypad feature in the "Feature Guide" section.</p> <p>Error code (display shows letter followed by number) - Press CANCEL to clear the display. See "Control Display" in the "Electronic Oven Controls" section. If it reappears, call for service. See the "Warranty" section for contact information.</p>
<p>Clean cycle did not work on all spills</p>	<p>Several cooking cycles between Clean cycles or spills on oven walls and doors - Run additional Clean cycles. The affresh® Kitchen and Appliance Cleaner can be used for stubborn soils. See the "Accessories" and "Self-Cleaning Cycle" sections for more information.</p>
<p>Oven cooking results not what expected</p>	<p>The set temperature was incorrect - Double-check the recipe in a reliable cookbook.</p>



Oven temperature needs adjustment - See “Oven Temperature Control” in the “Electronic Oven Controls” section.

Oven was not preheated - See the “Baking and Roasting” section.

Racks were positioned improperly - See the “Positioning Racks and Bakeware” section.

Not enough air circulation around bakeware - See the “Positioning Racks and Bakeware” section.

Batter distributed unevenly in pan - Check that batter is level in the pan.

Darker browning of food caused by dull or dark bakeware - Lower the oven temperature 25°F (15°C) or move rack to a higher position in the oven

Lighter browning of food caused by shiny or light colored bakeware - Move rack to a lower position in the oven.

Incorrect length of cooking time was used - Adjust cooking time.

Oven door was not closed - Be sure that the bakeware does not keep the door from closing.

Oven door was opened during cooking - Oven peeking releases oven heat and can result in longer cooking times.

Rack is too close to bake burner, making baked items too brown on bottom - Move rack to higher position in the oven.

Pie crusts browning too quickly - Use aluminum foil to cover the edge of the crust and/or reduce baking temperature.

Warning

This content is compiled from multiple sources and is provided for reference purposes only. It may not be complete or fully applicable to all situations. If you are unable to resolve your issue, please contact the product manufacturer or an authorized service provider for official support.