

FEATURES AND BENEFITS

The machine includes:

1. Housing base with a vertically projecting shaft and two large control levers.
2. 14-cup work bowl.
3. Cover with a large feed tube.
4. Pusher assembly that slides over the feed tube. The pusher assembly has 2 parts:
 1. A small, removable, clear pusher that fits into a small center-located feed tube. This tube is for narrow food like carrots, for adding liquid, and for continuous feeding of small, hard food like garlic.
 2. A large pusher.
5. Plastic spatula.
6. Sharp metal chopping/mixing/dough blade. The metal blade chops raw and cooked fruits, vegetables, meat, fish and cheese to the exact consistency you want – from coarse to fine, even to a purée. You control the texture. It chops nuts, makes nut butters, mayonnaise and sauces, and mixes tender, flaky pastry. The metal blade also handily mixes cakes, frostings, cookies, quick breads, muffins, and biscuits.
7. Serrated slicing disc. The slicing disc makes beautiful whole slices with no torn edges. It slices whole fruits and vegetables, cooked meat, semi-frozen raw meat and loaves of bread.
8. Shredding disc. The shredding disc processes most firm and hard cheeses into long, attractive shreds. It also shreds vegetables like potatoes, carrots and zucchini, and it processes nuts and chocolate to a grated texture.
9. Detachable stem that fits both discs. The detachable stem fits both discs, making storage easy in limited space.
10. BPA free (not shown) All materials that come in contact with food are BPA free.



**Chopping/Mixing/Dough
Blade**



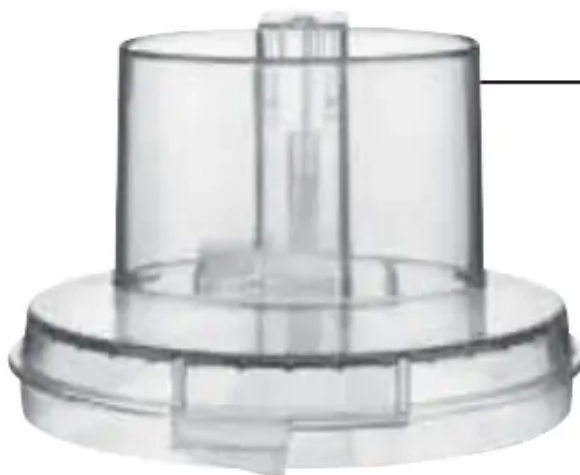
**Medium
Shredding Disc**



**4mm
Slicing Disc**



**Small and
Large Pushers**



**Cover with
Extra-Large
Feed Tube**





PRACTICING WITH FOOD

Try practicing with some food before you process food to eat. A zucchini or carrot is a good choice. First cut it into 1-inch pieces.

Insert the metal blade and put the pieces in the work bowl. Put on the cover and the pusher assembly; press the pusher assembly down to lock it into place. Press and release the OFF/PULSE lever two or three times and see what happens. Each time the blade stops, let the pieces drop to the bottom of the bowl before you pulse again. That puts them in the path of the blade each time the motor starts.

Using the pulse/chopping technique, you can get an even chop without the danger of overprocessing. Check the texture frequently by looking through the cover of the work bowl. If you want a finer chop, press and release the OFF/PULSE lever until you achieve the desired texture. Onions and other food with a high water content will quickly end up as a purée unless examined through the work bowl after each pulse to make sure it is not overprocessed.

Try chopping other food, like meat for hamburger or sausage. Then make mayonnaise, pastry or bread, as described in the recipes in this book. To obtain consistent results:

- Be sure all the pieces you add to the bowl are about the same size.
- Be sure the amount you process is no larger than recommended (see table inside front cover).

REMOVING PROCESSED FOOD

Before you do anything, wait for the blade to stop spinning.

When it does, remove the cover first. You can remove the cover and pusher assembly in one operation. Hold the pusher assembly with your fingers away from the descending tabs and turn it clockwise. Lift it off, and the cover will come with it.

Never try to remove the cover and the work bowl together; this can damage the work bowl.

Remove the bowl from the base of the machine before removing the blade. This creates a seal to prevent food from leaking. Turn the bowl clockwise to unlock it from the base and lift it straight up to remove it.

A locking device prevents heavy dough from driving the blade up the motor shaft. If the blade holds the bowl locked when the motor stops, move the handle of the bowl rapidly back and forth – first clockwise, then counterclockwise.

To prevent the blade from falling out of the work bowl onto your hand, remove the metal blade before tilting the bowl, using a spatula to scrape off any food sticking to it. Or insert your finger through the hole in the bottom of the work bowl, gripping the blade from the bottom, and grip the outside of the work bowl with your thumb. Or hold the blade in place with your finger or a spatula while pouring out processed food. Be sure hands are dry.

TECHNIQUES FOR CHOPPING AND PURÉEING

To chop raw fruits and vegetables:

First, cut the food into 1-inch pieces. You get a more even chop when all pieces are about the same size.

Put no more than the recommended amount of food into the work bowl (see Capacity Chart, page 2). Lock the cover in place. Press the OFF/PULSE lever at the rate of 1 second on, 1 second off until the food is coarsely chopped. Then hold down the OFF/ PULSE lever, letting the machine run continuously until the food is chopped. Check frequently to avoid overprocessing. Use the spatula to scrape down any pieces that stick to the sides.

To purée fruit and cooked vegetables:

First, cut the food into 1-inch pieces. You get a smoother purée faster when all pieces are about equal in size. Put no more than the recommended amount of food in the work bowl (see Capacity Chart, page 2). Lock the cover in place. Pulse to chop coarsely, then press the ON lever and process continuously until the food is puréed.

NOTE: Cooked potatoes are an exception to this procedure. They develop a gluey texture when processed with the metal blade.

When making soup, you will want to purée vegetables that have cooked in liquid. Don't add the liquid to the work bowl – just the cooked vegetables; remove them with a slotted spoon. They will purée faster and smoother without liquid. Then add just enough liquid to make the purée pourable, return it to the soup and stir to combine.

Occasionally, a piece of food may become wedged between the blade and the work bowl. If this happens, unplug machine, remove cover, lift the blade out carefully and remove the wedged piece. Empty the bowl, reinsert the blade and lock the cover into place, first removing the small pusher. Press the ON lever and drop the food pieces through the small feed tube while the machine is running. After adding a cupful this way, add the remaining food to the bowl and process in the usual way.

To chop hard foods like garlic, hard cheese:

Remove the small pusher, press the ON lever and drop the food through the small feed tube while the machine is running.

Small foods like garlic can be dropped in whole. Larger foods like hard cheese should be cut into 1/2 to 1-inch pieces. This method of processing minces garlic, shallots and onions. Hard cheese and coconut will have the same texture as if they had been hand-grated.

IMPORTANT: Never try to process cheese that is too hard to cut with a knife. You may damage the blade or the machine.

To chop parsley and other fresh herbs:

The herbs, the work bowl and the metal blade must all be thoroughly clean and dry. Remove stems from herbs. Add leaves to bowl and process until they are chopped as fine as you want. The more herbs you chop at a time, the finer chop you can obtain. If completely dry when chopped, parsley and other herbs will keep for at least 10 days, stored in an airtight bag in the refrigerator. They may be frozen for months, stored in an airtight container or bag.

To chop peel from citrus fruit or to chop sticky fruit like dates or raisins:

For citrus, remove the peel with a vegetable peeler, leaving on the white pith, which is bitter tasting. Cut the peel into lengths of 2 inches or less and process with 1/2 cup of granulated sugar until finely chopped. This may take 2 minutes or longer.

For sticky fruit like dates, raisins, prunes and candied fruit, first freeze the fruit for about 10 minutes. Add to it some of the flour called for in the recipe. Use no more than 1 cup of flour for each cup of fruit.

To chop meat, poultry, fish and seafood:

The food should be very cold, but not frozen. Cut it into 1-inch pieces to ensure an even chop. Process no more than the recommended amount at a time (see table inside front cover). Press the OFF/PULSE lever 3 or 4 times until desired consistency at a rate of 1 second on, 1 second off.

Check the texture often to avoid overprocessing. Use a spatula to scrape food from the sides of the bowl as necessary

To purée meat, poultry, fish and seafood:

Prepare the food as described above. Pulse until it is evenly chopped, then process continuously to the desired texture. Scrape the bowl with a spatula as needed.

Remember, you control texture by the length of time you process. By varying the processing time, you can get a range of textures suitable for hamburgers, hash, stuffed peppers, rough patés or smooth mousses.

To chop nuts:

Chop no more than the recommended amount at one time. Press and release the OFF/PULSE lever and check frequently to avoid letting powdered nuts clump together in a nut butter.

When a recipe calls for flour or sugar, add some to the nuts before you chop them – about 1/2 cup for each cup of nuts. This allows you to chop the nuts as tiny as you want without turning them into a nut butter.

You can also chop nuts with a shredding disc. The optional Fine Shredding Disc is particularly good.

To make peanut butter and other nut butters:

Process up to the recommended amount of nuts. Let the machine run continuously. After 2 or 3 minutes, the ground nuts will form a ball that will gradually smooth out. Scrape the sides of the bowl and continue processing until drops of oil are visible. Taste for consistency. The longer you process, the softer the butter will be. For chunk style, add a handful of nuts just after the ball of nut butter begins to smooth out. To make cashew butter, add a little bland vegetable oil. Processor nut butters contain no preservatives. Store in the refrigerator to keep them without separating.

To make flavored butters, spreads and dips:

Cut room-temperature butter into tablespoon-size pieces. Chop flavoring ingredients – anchovies, cheese, herbs, etc. – fine, then process. Be sure the work bowl is clean and dry. Add small, hard ingredients like garlic and hard cheese through the feed tube while the machine is running. Next, add the butter and process until smooth. Add any liquid ingredients last, while the processor is running, and process just long enough to blend. Process ingredients for spreads and dips in the same way. They should be at room temperature and cut into 1-inch cubes, or added by tablespoonfuls.

To make mayonnaise:

The work bowl and metal blade must be clean and dry. Use one whole large egg, or the yolks from two large eggs. Mayonnaise made from yolks will be almost as thick as butter. You should be able to add 2/3 cup of oil for each yolk or 1 1/4 cups for a whole egg.

Process the yolks or egg with salt, mustard and 2 tablespoons of vegetable oil for at least 30 seconds. Then, while the machine is running, pour 1/4 cup of oil into the small pusher. After it runs through the pinhole at the bottom, remove the small pusher and slowly add the remaining oil while the machine runs. See the recipe at the back of this book.

To beat egg whites:

Use this method only for recipes that can be done almost entirely by food processor.

The work bowl and metal blade must be absolutely clean. Add 3 or more egg whites and press the ON lever. Add about 1/2 teaspoon of lemon juice or vinegar for every egg white. Vinegar makes stiffer whites; its flavor is hardly detectable in cakes, soufflés or ice creams. Continue processing until the egg whites hold their shape – about 1 1/2 to 2 1/2 minutes.

For the lightest, fluffiest egg whites, use the Whisk Attachment which is an optional attachment for the Classic Series 14-Cup food processor.

To whip cream:

Processor whipped cream holds its shape very well. It is good for decoration or as a topping for gingerbread, berries or other desserts. It will not whip to the light, fluffy consistency obtained by methods that beat in more air. Use the optional Whisk Attachment for the fluffiest whipped cream.

Chill the cream well before starting. Process continuously until it begins to thicken. Then add sugar as desired and continue processing, watching carefully until the cream reaches the desired consistency. For consistently reliable results, add 2 tablespoons of non-fat dried milk for every cup of cream, before whipping.

To make crumbs and crumb crusts:

Cut or break bread, crackers or cookies into pieces and put them in the work bowl. Process continuously until they reach the desired texture. For seasoned crumbs, chop the parsley or other fresh herbs with the crumbs. For buttered crumbs, process until the dry crumbs are of the desired texture, then drizzle melted butter through the small feed tube while the machine is running.

For crumb crusts, process crackers or cookies as described above. Add sugar, spices and butter, cut into pieces, as specified by your recipe. Process until well combined.

To make pastry:

This describes general procedure. A recipe giving exact proportions is at the back of this book.

Combine unbleached all-purpose flour, salt and pieces of very cold or frozen butter in the work bowl. Process to the consistency of cornmeal. While pulsing, start pouring ice water through the feed tube. Stop pulsing as soon as the dough begins to form a ball, to ensure tender, flaky pastry. Use the dough immediately or form it into a round disc about 1-inch thick. Wrap it in plastic wrap and refrigerate or freeze for later use.

To make quick breads and cakes that use baking powder and/or soda:

The most important rule for success is not to overmix after the flour is added. If the recipe calls for chopped ingredients like lemon peel or nuts, chop them first while the work bowl is clean and dry. Then set them aside until needed. (Always use sugar when chopping lemon peel.)

Put dry ingredients like flour, salt and leavening in the work bowl and process with the metal blade for 5 seconds to mix them. Remove and reserve the dry ingredients. Add the eggs and sugar to the work bowl and process to mix, letting the machine run about 1 minute. Next, add butter, which has been cut into 1-inch pieces and brought to room temperature. Let the machine run continuously for a minute, until the butter is thoroughly mixed with the sugar and eggs. Then add flavoring and liquid – vanilla, spices, cocoa, etc. Process until mixed. Add the dry ingredients to the work bowl. Process by pulsing, inspecting after each pulse. Stop pulsing as soon as the dry ingredients have almost disappeared into the batter.

Overprocessing will cause quick breads and cakes to be tough. (If your recipe calls for ingredients that are to be coarsely chopped, like raisins or nuts, add them last with the mixed dry ingredients.)

To make cake mix:

Your food processor work bowl is large enough for the preparation of an 18.5-ounce packaged cake mix.

Insert the metal blade and add the cake mix to the work bowl. While the machine is running, add the eggs and liquid through the small feed tube and process for 5 seconds. Scrape down the side of the work bowl and process again for 1 minute for maximum volume. Do not remove the metal blade. Insert a finger into the underside of the blade from the bottom of the work bowl to hold the blade in place while emptying the batter.

Tip: After emptying cake batter or puréed soup from the work bowl, replace the bowl on the motor base. Insert the metal blade and pulse once. Centrifugal force will spin the batter off the blade onto the side of the work bowl. Remove the blade, and use the spatula to scrape any remaining batter from the bowl.

PROBLEMS & SOLUTIONS WITH TYPICAL DOUGH

BREAD DOUGH

Blade doesn't incorporate ingredients:

Always start processor before adding liquids. Add liquid in slow, steady stream, only as fast as dry ingredients absorb it. If you hear liquid sloshing, stop adding it, but do not turn off machine. Instead, wait until ingredients in work bowl have mixed, then add remaining liquid slowly. Pour liquid onto dough as it passes under feed tube; do not pour liquid directly onto bottom of work bowl.

Blade rises in work bowl:

Blade may not have been pushed down as far as it will go before processing started.

Excessively sticky dough can cause blade to rise even though it cleans inside of work bowl. If dough feels very sticky, carefully reinsert blade and immediately add 2 tablespoons flour through feed tube while machine is running.

Dough doesn't clean inside of work bowl:

- Amount of dough may exceed maximum capacity of your food processor. Remove half and process in 2 batches.
- Dough may be too dry. If it feels crumbly, add water – 1 tablespoon at a time – while machine is running, until dough becomes moist and cleans inside of work bowl. Wait 10 seconds between additions of water.
- Dough may be too wet. While machine is running, add 1 tablespoon of flour. If necessary, add more – 1 tablespoon at a time – until dough cleans inside of work bowl and forms a ball.

Nub of dough forms on top of blade and does not become uniformly kneaded: Stop machine, carefully remove dough, divide it into 3 pieces and redistribute them evenly in work bowl. Continue processing until dough is uniformly soft and pliable.

Dough feels tough after kneading: Divide dough into 2 or 3 pieces and redistribute evenly in bowl. Process 10 seconds or until uniformly soft and pliable.

Soft dough or liquid leaks onto base of food processor: Always start processor before adding liquid and add liquid only as fast as dry ingredients absorb it.

Motor stops:

- Pusher assembly may have become unlocked. Push down pusher sleeve to lock it into place and continue processing.
- Power cord may have become unplugged. Plug machine in and continue processing.
- Excessive strain may have caused motor to overheat and stop. Wait for the motor to cool off, 5–10 minutes. A safety protector in the motor prevents it from excessive overheating. If the motor stops, turn the machine off. After 5–10 minutes, divide dough into 2 batches and complete processing. Pinch dough to make sure that it is not too stiff to knead comfortably by hand. If it is, add liquid – 1 teaspoon at a time – until dough is sufficiently moist to clean inside of bowl.

Dough doesn't rise:

We recommend that you always test activity of yeast before using it by stirring it and at least ½ teaspoon sugar into about 1/3 cup warm liquid (105°F–115°F). Within 10 minutes foam should develop, indicating yeast is active. Do not use dry yeast after expiration date on package.

Avoid killing yeast cells by dissolving yeast in too warm water or overheating dough by excessive kneading. Dissolve yeast in about 1/3 cup of warm liquid at 105°-115°F. All other liquid should be cold.

Don't knead so long that it becomes overheated. The ideal temperature for kneaded dough is 80°F; it should never exceed 100°F.

Let dough rise in draft-free environment of about 80°–90°F.

Dough containing whole grain flour will take longer to rise than dough made of white flour only.

Baked bread is too heavy: Next time, feel dough to be sure it is uniformly soft, pliable and slightly sticky before setting it aside to rise. Let dough fully double in bulk in bowl or bag, punch it down, then let it double again after it is shaped.

SWEET DOUGH

Motor slows down:

- Amount of dough may exceed maximum capacity of your food processor. Remove half and process in 2 batches.
- Don't process too long after all the ingredients are incorporated. These rich doughs will give you good results after only 30 seconds of kneading.

Blade doesn't incorporate ingredients: Butter or margarine, if not melted, must be cut into tablespoon-size pieces before being added to work bowl.

Metal blade rises in work bowl: Blade may not have been pushed down as far as it will go before processing started. Machine may be overloaded. Stop it, remove half of dough and process in 2 batches.

Motor stops: See comments under "Typical Bread Dough."

Dough doesn't rise: See comments under "Typical Bread Dough."

PREPARING FOOD FOR SLICING AND SHREDDING

Round fruits and vegetables: Before processing onions, apples and other large, round fruits and vegetables, trim them with a knife. Cut the bottom end flat, to make the food lie stable on the disc.

Place the food in the feed tube, flat side down. Position it as far left as possible, to prevent it from tilting when being processed.

Choose fruits that are firm and not too ripe. Always remove large hard pits and seeds from fruits before processing. Seeds from citrus fruits need not be removed. You may remove the rind before slicing or shredding, or leave the rind on.

Whole peppers are an exception: Remove the stem and cut the stem end flat. Remove the core and scoop out the seeds. Leave the end opposite the stem whole, to keep the structure stiff. This ensures round, even slices.

Large fruits like pineapple and cantaloupe: Cut them in half and remove the seeds or core. If necessary, cut the halves into smaller pieces to fit the feed tube. Remember to cut the ends flat.

Cabbage and iceberg lettuce: Turn the head on its side and slice off the top and bottom, leaving a center section about 3 inches deep. Remove the core and cut the center section in wedges to fit the feed tube. Remove the core from the bottom piece and cut it and the top piece into wedges to fit the feed tube. The optional 2mm or 1mm Slicing Discs are excellent for slicing cabbage for coleslaw.

If the fruit or vegetable doesn't fit:

Try inserting it from the bottom of the feed tube. The opening there is slightly larger.

Pack the feed tube for desired results:

For long slices or shreds, cut the food in feed tube widths and pack the pieces horizontally.

For small, round slices or short shreds from carrots, zucchini and other long vegetables, cut them in feed-tube heights and pack them tightly upright.

Food should fit snugly, but not so tight that it prevents the pusher from moving.

When slicing or shredding food, always use the pusher. Never put your fingers or a spatula into the feed tube.

Never push down hard on the pusher. Use light pressure for soft fruits and vegetables like bananas, mushrooms, strawberries and tomatoes, and for all cheese. Use medium pressure for most food like apples, celery, citrus fruit, potatoes and zucchini. Use firm pressure for really hard vegetables like carrots and yams.

PRACTICING SLICING AND SHREDDING

1. Insert a slicing or shredding disc, put the cover on the work bowl and insert the prepared food in the feed tube.
2. Prepare the pusher assembly. Lock the small pusher in place.
3. Slide the pusher assembly over the feed tube and push the sleeve down to lock it into place. Apply pressure to the pusher while pressing down the OFF/PULSE lever. Release the lever as soon as the food is sliced or shredded.
4. You can load the feed tube repeatedly without removing the work bowl cover. Press firmly on the tab and lift up. The pusher assembly will come off easily, leaving the cover and feed tube in place. Your other hand is free to reload the feed tube.

REMOVING SLICED OR SHREDDED FOOD

Before you do anything, wait for the disc to stop spinning. When it does, remove the cover first. Lift, and the pusher assembly and cover will come off together.

Remove the slicing or shredding disc before removing the work bowl. Place two fingers under each side of the disc and lift it straight up. Then turn the bowl clockwise to unlock it from the base and lift it straight up to remove it.

You can place the disc on top of the inverted work bowl cover, to minimize drips and spills.

IF YOU HAVE A PROBLEM

Most problems with the food processor are easily solved. Here are some possible problems and their solutions

Food is unevenly chopped	Either you are trying to process too much food at one time, or you are running the machine continuously instead of pulsing on and off until pieces of food are no larger than 1/2-inch cubes.
Liquid leaks from bottom of bowl onto motor base	Remove bowl from base as soon as you finish processing. Do not remove metal blade first. When bowl and blade are removed together, blade drops down and forms an almost perfect seal against the bowl.
Liquid leaks out between bowl and cover when machine is running	You added too much liquid. Never use more than 3 cups thin, 6 cups thick liquid. The thicker the liquid, the more you can use. The figures above are for thick mixtures like pancake or cake batter.
Slices are uneven or slanted	Pack feed tube more carefully. Maintain even pressure on pusher.
Carrots or similar food falls over in feed tube	Cut food into enough short pieces of equal height to fill feed tube. To slice one or two pieces, use small feed tube. Cut carrots in half and insert one piece point down and the other stem down.
Sliced or shredded food piles up on one side of work bowl	This is normal. Remove disc occasionally and even out processed food. When food gets close to bottom of disc, empty work bowl.
A few pieces of food remain on top of slicing or shredding disc	This is normal. In most cases, you can shred more of the food by moving the large pusher up and down, allowing the piece to be shredded, or by repositioning the piece in the feed tube and reshredding it.
Soft cheese, like mozzarella, spreads out and collects on top of shredding disc	The cheese was not cold enough, or the pressure on the pusher was too great. To shred soft cheese, do not push on the pusher, but let the cheese go through by itself. Tap on the pusher to guide it through.

SOME TECHNICAL DATA

The motor in your food processor operates on standard line operating current. The appropriate voltage and frequency for your machine are shown on a label under the base.

An automatic, temperature-controlled circuit breaker in the motor ensures complete protection against motor burnout. If the processor runs for an exceptionally long time when chopping, mixing or kneading a thick or heavy mixture in successive batches, the motor may overheat. If this happens, the processor will stop. Turn it off and wait for the motor to cool off before proceeding. It will usually cool off within 10 minutes. In extreme cases, it could take an hour.

Safety switches prevent the machine from operating when the work bowl or the cover is not locked into position. The motor stops within seconds when the motor is turned off, and a fast-stop circuit stops it instantly when the pusher assembly is unlocked.

CLEANING AND MAINTENANCE

Keep your Classic Series 14-Cup Food Processor ready to use on a kitchen counter. When it's not being used, leave it unplugged.

Store the blade and discs as you would sharp knives – out of the reach of children. The Disc and Blade Holders, optional accessories, offer safe and convenient storage

All parts except for the motor base are dishwasher safe, and we recommend washing them in the dishwasher. Insert the work bowl upside down. Remember where you place the sharp blade and discs, and unload the dishwasher carefully.

To simplify cleaning, rinse the work bowl, cover, pusher assembly and blade or disc immediately after use so food won't dry on them. Openings at the bottom of the large pusher provide drainage and make cleaning easy. If food lodges in the pusher, remove it by running water through or by using a bottle brush.

If you wash the blade and discs by hand, do it carefully. Avoid leaving them in soapy water where they may disappear from sight. To clean the metal blade, fill the work bowl with soapy water, hold the blade by its plastic center and move it rapidly up and down on the center shaft of the bowl. Use of a spray attachment is also effective. If necessary, use a brush.

The work bowl is made of a plastic, which is shatter resistant and heat resistant. It should not be placed in a microwave oven.

Chopping certain foods may scratch or cloud the work bowl. Among them are ice, whole spices and oils like wintergreen. If you like to prepare your own spice blends, you may want to keep a second bowl just for that purpose.

The base housing is made of a tough plastic with high-impact resistance. Its smooth surface will look new for years. Keep a sponge handy as you work and wipe spills from the base.

Four rubber feet on the underside keep the base from moving on most work surfaces when the machine is processing heavy loads. If the feet leave spots on the counter, spray them with a spot remover and wipe with a damp sponge. If any trace of the spot remains, repeat the procedure and wipe the area with a damp sponge and non-abrasive cleaning powder.

To clean the inside of the detachable stem, slide the stem release bottom on the side up as far as it will go and hold it there as you run water through the stem.

IMPORTANT: Never store the blade or discs on the motor shaft. The blade or discs should not be placed on the shaft except when the processor is about to be used. Any other servicing should be performed by an authorized service representative.

MAINTENANCE: Any other servicing should be performed by an authorized service representative.

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.