

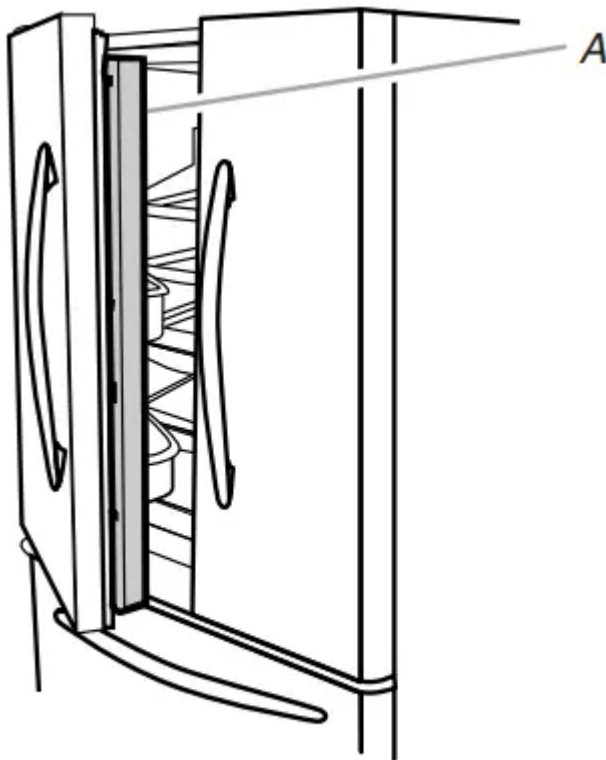
## REFRIGERATOR USE

### Opening and Closing Doors (French door models)

There are two refrigerator compartment doors. The doors can be opened and closed either separately or together.

There is a vertically-hinged seal on the left refrigerator door.

- When the left side door is opened, the hinged seal automatically folds inward so that it is out of the way.
- When both doors are closed, the hinged seal automatically forms a seal between the two doors.



*A. Hinged seal*

### Using the Controls

Your model may have either Electronic or Digital Controls.

#### **IMPORTANT:**

- Wait 24 hours for your refrigerator to cool completely before adding food. If you add food before the refrigerator has cooled completely, your food may spoil.

**NOTE:** Adjusting the Refrigerator and Freezer Controls to a higher (colder) than recommended setting will not cool the compartments any faster.

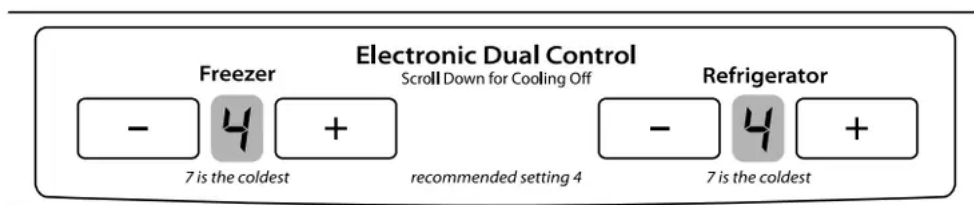
- The recommended settings should be correct for normal household refrigerator use. The controls are set correctly when milk or juice is as cold as you like and when ice cream is firm.
- If the temperature is too warm or too cold in the refrigerator or freezer, first check the air vents to be sure they are not blocked before adjusting the controls.

## Electronic Controls

For your convenience, the temperature controls are preset at the factory. When you first install your refrigerator, make sure the controls are still set to the recommended setting as shown.

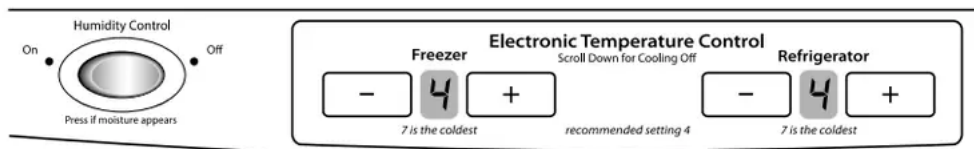
### Style 1

#### Recommended Setting “4”



### Style 2

#### Recommended Setting “4”



### To Turn Off/On:

**Style 1**—Press the freezer minus sign touch pad until a dash (-) appears in both the refrigerator and freezer displays. Neither compartment will cool.

**Style 2**—Press the freezer down arrow touch pad until a dash (-) appears in both the refrigerator and freezer displays. Neither compartment will cool.

### Humidity Control (on some models)

The humidity control turns on a heater to help reduce moisture on the door hinge seal. Use in humid environments or when you notice moisture on the door hinge seal. The refrigerator uses more energy when Humidity Control is on.

- Press the control to ON when the environment is warm and more humid, or if you notice moisture on the door hinge seal.
- Press the control to OFF to save energy when the environment is less humid.



### Adjusting Controls

If you need to adjust the temperature in either the refrigerator or freezer compartment, use the settings listed in the chart below as a guide.

To adjust the temperature:

**Style 1**—Press the up or down arrow touch pads

**Style 2**—Press the plus or minus sign touch pads.

Except when first turning on the refrigerator, do not adjust the control more than one setting at a time. Wait 24 hours between adjustments for the temperature to stabilize.

CONDITION/REASON:	ADJUSTMENT:
REFRIGERATOR too warm	REFRIGERATOR Control one setting higher
FREEZER too warm/too little ice	FREEZER Control one setting higher
REFRIGERATOR too cold	REFRIGERATOR Control one setting lower
FREEZER too cold	FREEZER Control one setting lower

### Digital Controls

For your convenience, your temperature controls are preset at the factory. When you first install your refrigerator, make sure the controls are still set to the Initial settings as shown.

## Initial Settings



**IMPORTANT:** When the power is on, the temperature display shows the set point temperature of the compartment.

### To Turn Your Refrigerator Off/On:

- Press both the freezer and refrigerator (+) touch pads repeatedly until “OFF” appears in the displays. Allow a few seconds for the refrigerator to shut off. Neither compartment will cool.
- Press both the refrigerator and freezer (-) touch pads to turn on the refrigerator.

### Adjusting Digital Controls

The REFRIGERATOR control adjusts the refrigerator compartment temperature. The FREEZER control adjusts the freezer compartment temperature.

If you need to adjust the temperature in either the refrigerator or freezer compartment, use the settings listed in the chart as a guide.

### To Adjust Set Point Temperatures:

The first touch of the (+) or (-) touch pad displays the current temperature set point.

- Press the (+) or (-) touch pads until the desired temperature set point is displayed.

**NOTE:** Except when first turning on the refrigerator, do not adjust either temperature control more than one setting at a time. Wait 24 hours between adjustments for the temperature to stabilize.

CONDITION/REASON:	ADJUSTMENT:
REFRIGERATOR too warm	Adjust REFRIGERATOR Control 1° lower
FREEZER too warm/too little ice	Adjust FREEZER Control 1° lower
REFRIGERATOR too cold	Adjust REFRIGERATOR Control 1° higher
FREEZER too cold	Adjust FREEZER Control 1° higher

## Additional Digital Control Center Features

### PowerCold™

The PowerCold™ feature assists with periods of high refrigerator use, full grocery loads, or temporarily warm room temperatures.

- Press the PowerCold™ touch pad to set the freezer and refrigerator to the lowest temperature settings. Press the PowerCold™ touch pad again to return to the normal refrigerator set point.

**NOTE:** The PowerCold™ feature will automatically shut off in approximately 12 hours.



### Max Ice

The Max Ice feature assists with temporary periods of heavy ice use by increasing ice production.

- Press the Max Ice touch pad to set the freezer to the lowest temperature setting. Press the Max Ice touch pad again to return to the normal freezer set point.

**NOTE:** When Max Ice is on, the (+) and (-) pads for the freezer control will not operate. The Max Ice feature will automatically shut off in approximately 24 hours.



### Humidity Control

The Humidity Control feature turns on a heater to help reduce moisture on the door hinge seal. Use in humid environments or when you notice moisture on the door hinge seal. The refrigerator uses more energy when Humidity Control is on.

- Press Humidity Control when the environment is warm and more humid, or if you notice moisture on the door hinge seal. The indicator light will be lit when humidity control is ON.
- Press Humidity Control to save energy when the environment is less humid.



## Temp Alarm

The Temp Alarm feature provides temperature information in the event of a power outage.

**Power outage:** During a power outage, if the temperatures in the refrigerator and freezer compartments exceed normal operating temperatures, the highest temperature reached will be displayed.

- Press the Temp Alarm touch pad until the indicator light is lit, to turn on this feature. Press and hold Temp Alarm for 3 seconds until the indicator light goes off to turn off this feature.

**Temp Alarm:** An alarm will sound repeatedly if the freezer or refrigerator compartment temperatures exceed normal operating temperatures for an hour or more.

The temperature displays will alternately show the current temperatures and the highest temperatures the compartments reached.

- Press the Temp Alarm touch pad once to stop the audible alarm and alternating temperature displays. The Temp Alarm light will continue to flash until the refrigerator returns to the set temperature.



## Door Alarm

The Door Alarm feature sounds a chime every few seconds when the refrigerator door has been left open for 5 continuous minutes. The chime will sound until the door is closed or Door Alarm is turned off.

- Press the Door Alarm touch pad to turn this feature on or off. The indicator light will be lit when the Door Alarm feature is on.



### Filter Reset

The Filter Reset control allows you to restart the water filter status tracking feature each time you replace your water filter. See “Water Filtration System.”

- Press and hold the Filter Reset touch pad for 3 seconds, until the Order or Replace light turns off.



### Digital Control User Preferences

The control center allows you to set user preferences, if desired.

#### Temperature Display (F\_C)

This preference allows you to change the temperature display.

F - Temperature in degrees Fahrenheit

C - Temperature in degrees Celsius

#### Alarm (AL)

This preference allows you to turn off the sound of all alarms.

ON - You will hear the alarm sound.

OFF - You will not hear the alarm sound.

#### To Access the User Preferences Menu:

1. Press and hold the Door Alarm touch pad for 3 seconds. The preference name will appear in the Freezer display and the preference status (F or C) or (ON or OFF) will appear in the Refrigerator display.

2. Use the Freezer (+) or (-) touch pads to scroll through the preference names. When the desired preference name is displayed, press the Refrigerator (+) or (-) touch pads to change the preference status.

3. Set your preferences by pressing and holding the Door Alarm touch pad for 3 seconds, or by shutting the refrigerator compartment door.

## Crisper Humidity Control

You can control the amount of humidity in the moisture-sealed crisper. Depending on your model, adjust the control to any setting between FRUIT and VEGETABLES or LOW and HIGH.

**FRUIT/LOW** (open) for best storage of fruits and vegetables with skins.

**VEGETABLES/HIGH** (closed) for best storage of fresh, leafy vegetables.

## Ice Maker

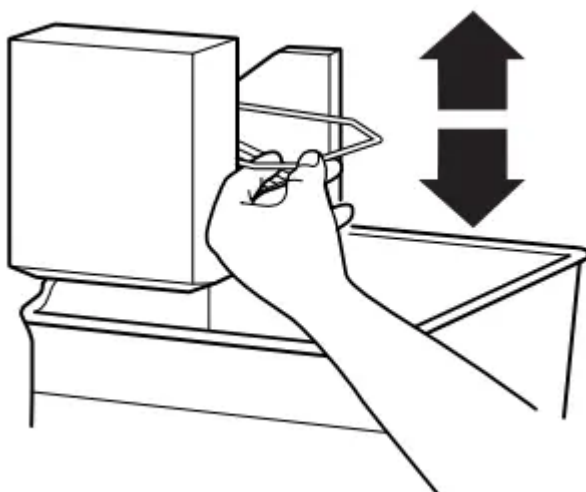
**IMPORTANT:** Flush the water system before turning on the ice maker. See “Water Dispenser.”

### Turning the Ice Maker On/Off

To turn the ice maker ON, simply lower the wire shutoff arm.

To manually turn the ice maker OFF, lift the wire shutoff arm to the OFF (arm up) position and listen for the click.

**NOTE:** Your ice maker has an automatic shutoff. As ice is made, the ice cubes will fill the ice storage bin and the ice cubes will raise the wire shutoff arm to the OFF (arm up) position. Do not force the wire shutoff arm up or down.



**NOTE:** Turn off the ice maker before removing the ice storage bin to serve ice or to clean the bin. This will keep the ice cubes from dropping out of the ice maker and into the freezer compartment. After replacing the ice storage bin, turn on the ice maker.

## Ice Production Rate

- The ice maker should produce a complete batch of ice approximately every 3 hours.
- To increase ice production, lower the freezer and refrigerator temperature. See “Using the Controls.” Wait 24 hours between adjustments.

## Remember

- Allow 24 hours to produce the first batch of ice. Allow 3 days to completely fill the ice storage bin. Discard the first three batches of ice produced.
- The quality of your ice will be only as good as the quality of the water supplied to your ice maker. Avoid connecting the ice maker to a softened water supply. Water softener chemicals (such as salt) can damage parts of the ice maker and lead to poor quality ice. If a softened water supply cannot be avoided, make sure the water softener is operating properly and is well maintained.
- Do not store anything on top of the ice maker or in the ice storage bin.

## Water Dispenser

### IMPORTANT:

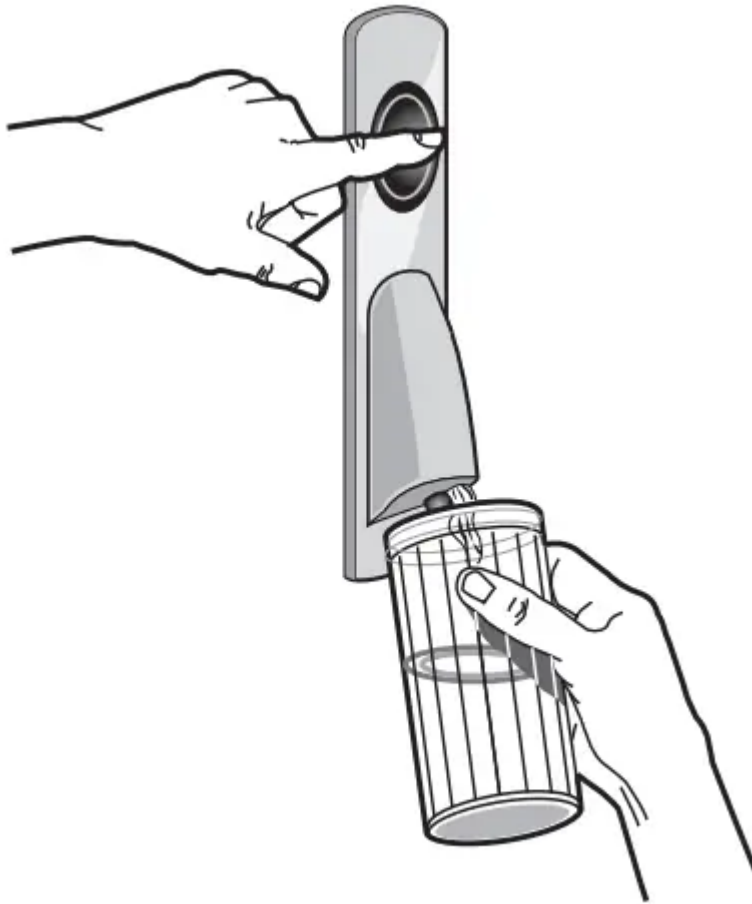
- After connecting the refrigerator to a water source or replacing the water filter, flush the water system. Use a sturdy container to depress and hold the water dispenser lever for 5 seconds, then release it for 5 seconds. Repeat until water begins to flow. Once water begins to flow, continue depressing and releasing the dispenser lever (5 seconds on, 5 seconds off) until a total of 4 gal. (15 L) has been dispensed. This will flush air from the filter and water dispensing system, and prepare the water filter for use. Additional flushing may be required in some households. As air is cleared from the system, water may spurt out of the dispenser.

**NOTE:** After 5 minutes of continuous dispensing, the dispenser will stop dispensing water to avoid flooding. To continue dispensing, press the dispenser button again.

- Allow 24 hours for the refrigerator to cool down and chill water. Dispense enough water every week to maintain a fresh supply.

## Dispensing Water

1. Hold a container under the dispenser while pressing the button.
2. Release the button to stop dispensing.



## Water Filtration System

The water filter is located in the upper right-hand corner of the refrigerator compartment.

Do not use with water that is microbiologically unsafe or of unknown quality without adequate disinfection before or after the system. Systems certified for cyst reduction may be used on disinfected waters that may contain filterable cysts.

## Water Filter Status Lights

When a water filter has been installed in the refrigerator the water filter status lights will remind you when it is time to order and replace your water filter.

- The Order light (yellow) will illuminate when 90% of the volume of water for which the filter is rated has passed through the filter OR 5 months have passed since the filter was installed.
- The Replace light (red) will illuminate when the rated volume of water has passed through the filter OR 6 months have passed since the filter was installed. A new water filter should be installed immediately when the Replace light is illuminated.

The disposable water filter should be replaced at least every 6 months OR earlier if the flow of water to your water dispenser or ice maker decreases noticeably.

## Reset Water Filter Status

After replacing the water filter, press and hold Reset Filter or Filter Reset (depending on your model) for 3 seconds. The Order and Replace indicator lights will blink and then go off when the system is reset. See “Using the Controls.”

Replacing the Water Filter To purchase a replacement water filter, model UKF8001AXX-750 or UKF8001AXX-200, see “Accessories.”

**IMPORTANT:** Air trapped in the water system may cause water and filter to eject. Always dispense water for at least 2 minutes before removing the filter or blue bypass cap.

1. Turn filter counterclockwise to remove.
2. Remove sealing label from replacement filter and insert the filter end into the filter head.
3. Turn the filter clockwise until it stops. Snap the filter cover closed.
4. Flush the water system. See “Water Dispenser” or “Water and Ice Dispenser.”

**NOTE:** The dispenser feature may be used without a water filter installed. Your water will not be filtered. If this option is chosen, replace the filter with the blue bypass cap.

## REFRIGERATOR CARE

### Cleaning

Both the refrigerator and freezer sections defrost automatically. However, clean both sections about once a month to avoid buildup of odors. Wipe up spills immediately.

#### **IMPORTANT:**

- Because air circulates between both sections, any odors formed in one section will transfer to the other. You must thoroughly clean both sections to eliminate odors. To avoid odor transfer and drying out of food, wrap or cover foods tightly.
- For stainless steel models, stainless steel is corrosionresistant and not corrosion-proof. To help avoid corrosion of your stainless steel, keep your surfaces clean by using the following cleaning instructions.

#### **To Clean Your Refrigerator:**

**NOTE:** Do not use abrasive or harsh cleaners such as window sprays, scouring cleansers, flammable fluids, muriatic acid, cleaning waxes, concentrated detergents, bleaches or cleansers containing petroleum products on exterior surfaces (doors and cabinet), plastic parts, interior and door liners or gaskets. Do not use paper towels, scouring pads, or other harsh cleaning tools.

1. Unplug refrigerator or disconnect power.

2. Hand wash, rinse, and dry removable parts and interior surfaces thoroughly. Use a clean sponge or soft cloth and a mild detergent in warm water.

3. Clean the exterior surfaces.

**Painted metal:** Wash painted metal exteriors with a clean, soft cloth or sponge and a mild detergent in warm water. Rinse surfaces with clean, warm water and dry immediately to avoid water spots.

**Stainless steel:** Wash stainless steel surfaces with a clean, soft cloth or sponge and a mild detergent in warm water. Rinse surfaces with clean, warm water and dry immediately to avoid water spots.

**NOTE:** When cleaning stainless steel, always wipe in the direction of the grain to avoid cross-grain scratching.

4. There is no need for routine condenser cleaning in normal home operating environments. If the environment is particularly greasy or dusty, or there is significant pet traffic in the home, the condenser should be cleaned every 2 to 3 months to ensure maximum efficiency.

If you need to clean the condenser:

- Remove the base grille.
- Use a vacuum cleaner with a soft brush to clean the grille, the open areas behind the grille and the front surface area of the condenser.
- Replace the base grille when finished.

5. Plug in refrigerator or reconnect power.

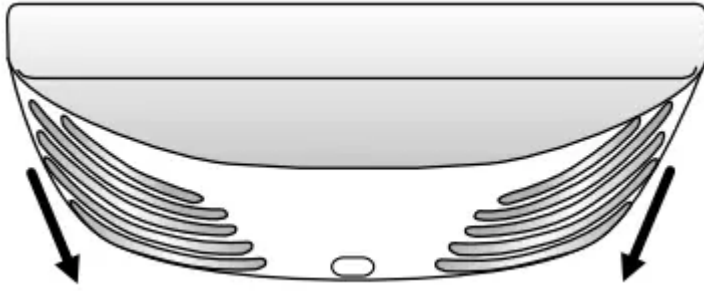
## Changing the Light Bulb

**IMPORTANT:** The light bulbs in both the refrigerator and freezer compartments of your new refrigerator use LED technology. If the lights do not illuminate when the refrigerator and/or freezer door is opened, call for assistance or service. See “Warranty” for phone numbers.

1. Unplug the refrigerator or disconnect power.

2. Remove the light shield (on some models).

- Top of the refrigerator compartment - Slide the light shield toward the back of the compartment to release it from the light assembly.



3. Replace the burned-out LED bulb(s) with a bulb of the same size, shape and wattage.

- To replace the burned-out LED bulb with an LED bulb, order Part Number W10565137 (3.6 watts).

**NOTE:** Some LED replacement bulbs are not recommended for wet/damp environments. The refrigerator and freezer compartments are considered to be wet/damp environments. If using a brand of LED bulb other than the recommended LED bulb, before installation, read and follow all instructions on the LED packaging.

- If an incandescent bulb is used to replace an LED bulb, use only incandescent bulbs for household appliances with a maximum of 40 watts.

4. Replace the light shield.

5. Plug in refrigerator or reconnect power.

## Vacation and Moving Care

### Vacations

#### If You Choose to Leave the Refrigerator On While You're Away:

1. Use up any perishables and freeze other items.
2. If your refrigerator has an automatic ice maker, and is connected to the household water supply, turn off the water supply to the refrigerator. Property damage can occur if the water supply is not turned off.
3. If you have an automatic ice maker, turn off the ice maker.

**NOTE:** Depending on your model, raise the wire shutoff arm to OFF (up) position, or press the switch to OFF.

4. Empty the ice bin.

#### If You Choose to Turn Off the Refrigerator Before You Leave:

1. Remove all food from the refrigerator.

2. If your refrigerator has an automatic ice maker:
  - Turn off the water supply to the ice maker at least one day ahead of time.
  - When the last load of ice drops, raise the wire shutoff arm to the OFF (up) position or press the switch to OFF, depending on your model.
3. Turn off the Temperature control(s). See “Using the Control(s).”
4. Clean refrigerator, wipe it, and dry well.
5. Tape rubber or wood blocks to the tops of both doors to prop them open far enough for air to get in. This stops odor and mold from building up.

## **Moving**

When you are moving your refrigerator to a new home, follow these steps to prepare it for the move.

1. If your refrigerator has an automatic ice maker:
  - Turn off the water supply to the ice maker at least one day ahead of time.
  - Disconnect the water line from the back of the refrigerator.
  - When the last load of ice drops, raise the wire shutoff arm to the OFF (up) position or press the switch to OFF, depending on your model.
2. Remove all food from the refrigerator and pack all frozen food in dry ice.
3. Empty the ice bin.
4. Turn off the Temperature control(s). See “Using the Control(s).”
5. Unplug refrigerator.
6. Clean, wipe, and dry thoroughly.
7. Take out all removable parts, wrap them well, and tape them together so they don't shift and rattle during the move.
8. Depending on the model, raise the front of the refrigerator so it rolls more easily OR raise the leveling screws so they don't scrape the floor. See “Adjust the Door(s)” or “Door Closing and Door Alignment.”
9. Tape the doors closed and tape the power cord to the back of the refrigerator.

When you get to your new home, put everything back and refer to the “Installation Instructions” section for preparation instructions. Also, if your refrigerator has an automatic ice maker, remember to reconnect the water supply to the refrigerator.

# TROUBLESHOOTING

## Refrigerator Operation

### The refrigerator will not operate

- **Power cord unplugged?** Plug into a grounded 3 prong outlet.
- **Is outlet working?** Plug in a lamp to see if the outlet is working.
- **Household fuse blown or circuit breaker tripped?** Replace the fuse or reset the circuit breaker. If the problem continues, call an electrician.
- **Are controls on?** Make sure the refrigerator controls are on. See “Using the Control(s).”
- **New installation?** Allow 24 hours following installation for the refrigerator to cool completely.

**NOTE:** Adjusting the temperature controls to coldest setting will not cool either compartment more quickly.

### The motor seems to run too much

Your new refrigerator may run longer than your old one due to its high-efficiency compressor and fans. The unit may run even longer if the room is warm, a large food load is added, doors are opened often, or if the doors have been left open.

### The refrigerator seems noisy

Refrigerator noise has been reduced over the years. Due to this reduction, you may hear intermittent noises from your new refrigerator that you did not notice from your old model. Below are listed some normal sounds with explanations.

- **Buzzing** - heard when the water valve opens to fill the ice maker
- **Pulsating** - fans/compressor adjusting to optimize performance
- **Hissing/Rattling** - flow of refrigerant, movement of water lines, or from items placed on top of the refrigerator
- **Sizzling/Gurgling** - water dripping on the heater during defrost cycle
- **Popping** - contraction/expansion of inside walls, especially during initial cool-down
- **Water running** - may be heard when ice melts during the defrost cycle and water runs into the drain pan
- **Creaking/Cracking** - occurs as ice is being ejected from the ice maker mold.

### **The doors will not close completely**

- **Door blocked open?** Move food packages away from door.
- **Bin or shelf in the way?** Push bin or shelf back in the correct position.

### **The doors are difficult to open**

- **Gaskets dirty or sticky?** Clean gaskets and contact surfaces with mild soap and warm water. Rinse and dry with soft cloth.

## **Temperature and Moisture**

### **Temperature is too warm**

- **New installation?** Allow 24 hours following installation for the refrigerator to cool completely.
- **Door(s) opened often or left open?** Allows warm air to enter refrigerator. Minimize door openings and keep doors fully closed.
- **Large load of food added?** Allow several hours for refrigerator to return to normal temperature.
- **Controls set correctly for the surrounding conditions?** Adjust the controls a setting colder. Check temperature in 24 hours. See “Using the Control(s).”

### **There is interior moisture buildup**

**NOTE:** Some moisture buildup is normal.

- **Humid room?** Contributes to moisture buildup.
- **Door(s) opened often or left open?** Allows humid air to enter refrigerator. Minimize door openings and keep doors fully closed.

## **Ice and Water**

### **The ice maker is not producing ice or not enough ice**

- **Refrigerator connected to a water supply and the supply shutoff valve turned on?** Connect refrigerator to water supply and turn water shutoff valve fully open.
- **Kink in the water source line?** A kink in the line can reduce water flow. Straighten the water source line.

- **Ice maker turned on?** Make sure wire shutoff arm or switch (depending on model) is in the ON position.
- **New installation?** Wait 24 hours after ice maker installation for ice production to begin. Wait 72 hours for full ice production.
- **Freezer door closed completely?** Firmly close the freezer compartment door. If the freezer compartment door will not close all the way, see “The doors will not close completely,” earlier in this section.
- **Large amount of ice recently removed?** Allow 24 hours for ice maker to produce more ice.
- **Ice cube jammed in the ice maker ejector arm?** Remove ice from the ejector arm with a plastic utensil.
- **Water filter installed on the refrigerator?** Remove filter and operate ice maker. If ice volume improves, then the filter may be clogged or incorrectly installed. Replace filter or reinstall it correctly.
- **Reverse osmosis water filtration system connected to your cold water supply?** This can decrease water pressure. See “Water Supply Requirements.”

### The ice cubes are hollow or small

**NOTE:** This is an indication of low water pressure.

- **Water shutoff valve not fully open?** Turn the water shutoff valve fully open.
- **Kink in the water source line?** A kink in the line can reduce water flow. Straighten the water source line.
- **Water filter installed on the refrigerator?** Remove filter and operate ice maker. If ice quality improves, then the filter may be clogged or incorrectly installed. Replace filter or reinstall it correctly.
- **Reverse osmosis water filtration system connected to your cold water supply?** This can decrease water pressure. See “Water Supply Requirements.”
- **Questions remain regarding water pressure?** Call a licensed, qualified plumber.

### Off-taste, odor or gray color in the ice

- **New plumbing connections?** New plumbing connections can cause discolored or off-flavored ice.
- **Ice stored too long?** Discard ice. Wash ice bin. Allow 24 hours for ice maker to make new ice.
- **Odor transfer from food?** Use airtight, moisture proof packaging to store food.

■ **Are there minerals (such as sulfur) in the water?** A water filter may need to be installed to remove the minerals.

■ **Water filter installed on the refrigerator?** Gray or dark discoloration in ice indicates that the water filtration system needs additional flushing. Flush the water system before using a new water filter. Replace water filter when indicated. See “Water Filtration System.”

### The water dispenser will not operate properly

■ **Refrigerator connected to a water supply and the supply shutoff valve turned on?** Connect refrigerator to water supply and turn water shutoff valve fully open.

■ **Kink in the water source line?** Straighten the water source line.

■ **New installation?** Flush and fill the water system. See “Water Dispenser.”

■ **Is the water pressure at least 35 psi (241 kPa)?** The water pressure to the home determines the flow from the dispenser. See “Water Supply Requirements.”

■ **Water filter installed on the refrigerator?** Remove filter and operate dispenser. If water flow increases, the filter may be clogged or incorrectly installed. Replace filter or reinstall it correctly.

■ **Refrigerator door closed completely?** Close the door firmly. If it does not close completely, see “The doors will not close completely,” earlier in this section.

■ **Recently removed the doors?** Make sure the water dispenser wire/tube assembly has been properly reconnected. See “Refrigerator Door(s) and Drawer.”

■ **Reverse osmosis water filtration system connected to your cold water supply?** This can decrease water pressure. See “Water Supply Requirements.”

### Water is leaking from the dispenser system

**NOTE:** One or two drops of water after dispensing is normal.

■ **Glass not being held under the dispenser long enough?** Hold the glass under the dispenser 2 to 3 seconds after releasing the dispenser lever.

■ **New installation?** Flush the water system. See “Water Dispenser.”

■ **Recently changed water filter?** Flush the water system. See “Water Dispenser.”

■ **Water on the floor near the base grille?** Make sure the water dispenser tube connections are fully tightened. See “Refrigerator Door(s) and Drawer.”

### Water from the dispenser is warm

**NOTE:** Water from the dispenser is only chilled to 50°F (10°C).

- **New installation?** Allow 24 hours after installation for the water supply to cool completely.
- **Recently dispensed large amount of water?** Allow 24 hours for water supply to cool completely.
- **Water not been recently dispensed?** The first glass of water may not be cool. Discard the first glass of water.
- **Refrigerator connected to a cold water pipe?** Make sure the refrigerator is connected to a cold water pipe. See “Water Supply Requirements.”

### **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.