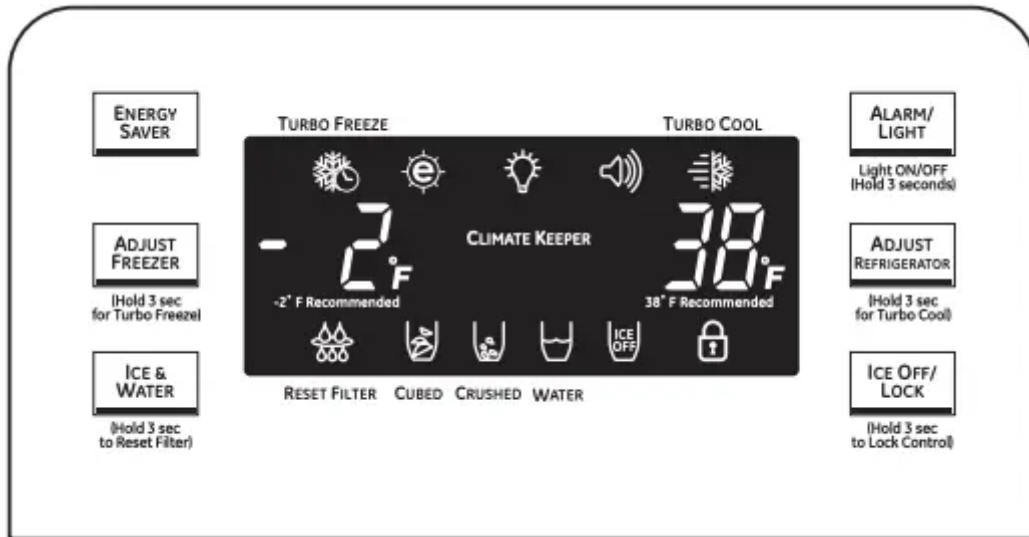


Operating Instructions

About the controls with temperature settings.



NOTE: The refrigerator is shipped with protective film covering the temperature controls. If this film was not removed during installation, remove it now

The temperature controls are preset in the factory at 38°F for the refrigerator compartment and -2°F for the freezer compartment. Allow 24 hours for the temperature to stabilize to the preset recommended settings.

The temperature controls can display both the SET temperature as well as the actual temperature in the refrigerator and freezer. The actual temperature may vary slightly from the SET temperature based on usage and operating environment.

Changing the Temperature

To change the temperature, press and release the ADJUST FREEZER or ADJUST REFRIGERATOR pad. The display will show the actual temperature. To change the temperature, tap either the ADJUST FREEZER or ADJUST REFRIGERATOR pad until the desired temperature is displayed.

Once the desired temperature has been set, the temperature display will return to the actual refrigerator and freezer temperatures after 10 seconds. Several adjustments may be required. Each time you adjust controls, allow 24 hours for the refrigerator to reach the temperature you have set.

About TurboCool™ and TurboFreeze.™




How it Works

TurboCool rapidly cools the refrigerator compartment in order to more quickly cool foods. Use TurboCool when adding a large amount of food to the refrigerator compartment, putting away foods after they have been sitting out at room temperature or when putting away warm leftovers. It can also be used if the refrigerator has been without power for an extended period.

The compressor and fresh food fan will run immediately until the fresh food temperature cools to approximately 25°F (-4°C), maximum run time two-and-a-half hours. After reaching 25°F (-4°C), fresh food compartment will run at cold setting for one hour and return to the original setting value.

How to Use

Press and hold the ADJUST REFRIGERATOR pad for 3 seconds until you hear the sound and the  displays.

After TurboCool is complete, the refrigerator compartment will return to the original setting.


NOTES: The refrigerator temperature cannot be changed during TurboCool. The freezer temperature is not affected during TurboCool.



How it Works

TurboFreeze rapidly cools the freezer compartment in order to more quickly cool foods. Use TurboFreeze when adding a large amount of food to the freezer compartment, putting away foods after they have been sitting out at room temperature or when putting away warm leftovers. It can also be used if the refrigerator has been without power for an extended period. The compressor and freezer fan will run immediately and keep running for two-and-a-half hours.

How to Use

Press and hold the ADJUST FREEZER pad for 3 seconds until you hear the sound and the  displays.

After TurboFreeze is complete, the freezer compartment will return to the original setting.

NOTES: The freezer temperature cannot be changed during TurboFreeze. The refrigerator temperature is not affected during TurboFreeze. When opening the freezer door during TurboFreeze, the fans will continue to run if they have cycled on.



About Door Alarm

The door alarm will sound if any door is open for more than 3 minutes. The beeping stops when you close the door.

About Dispenser Light

Press and hold the ALARM/LIGHT pad for 3 seconds to turn on the dispenser light. To turn off, press and hold the pad again for 3 seconds



About Energy Saver

This product is equipped with an Energy Saver feature. The refrigerator is shipped with the Energy Saver feature on.

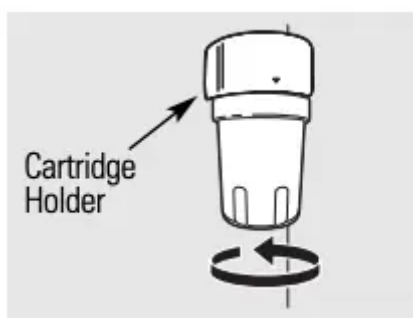
Over time, moisture can form on the front surface of the refrigerator cabinet and cause rust. If moisture does appear on the front surface of the refrigerator cabinet, turn off the Energy Saver feature by pressing and releasing the ENERGY SAVER pad on the control panel.

About the water filter.



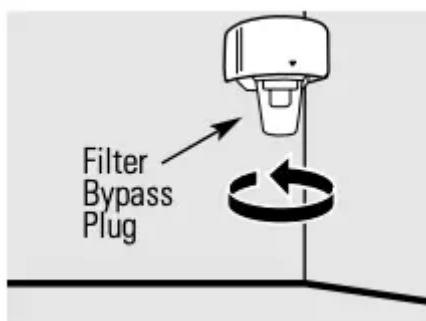
Water Filter Cartridge

The water filter cartridge is located in the back upper right corner of the refrigerator compartment.



When to Replace the Filter

There is a replacement indicator light for the water filter cartridge on the temperature display. This light will turn orange to tell you that you need to replace the filter soon. The filter cartridge should be replaced when the replacement indicator light turns red or if the flow of water to the dispenser or icemaker decreases.



Installing the Filter Cartridge

- 1. If you are replacing the cartridge, first remove the old one by slowly turning it counterclockwise. A small amount of water may drip down.

CAUTION: If air has been trapped in the system, the filter cartridge may be ejected as it is removed. Use caution when removing.

- 2. Remove the protective foil from the end of the cartridge.
- 3. Lining up the arrow on the cartridge and the cartridge holder, place the top of the new cartridge up inside the holder. Do not push it up into the holder. Slowly rotate the cartridge clockwise until it stops. As you turn the cartridge, it will automatically raise itself into position. Cartridge will rotate about 1/4 turn. Do not overtighten.
- 4. Run water from the dispenser for 3 minutes (about 1 1/2 gallons) to clear the system and prevent sputtering. See To Use the Dispenser section.
- 5. Press and hold the ICE & WATER pad for 3 seconds.

NOTE: A newly installed water filter cartridge may cause water to spurt from the dispenser.



Filter Bypass Plug

You must use the filter bypass plug when a replacement filter cartridge is not available. The icemaker will not operate without the filter or filter bypass plug.

Replacement Filters:

To order additional filter cartridges in the United States, visit our Website, ge.com or call GE Parts and Accessories, 800.626.2002.

Filter Model MWF

Customers in Canada should consult the yellow pages for the nearest Mabe Service Center.

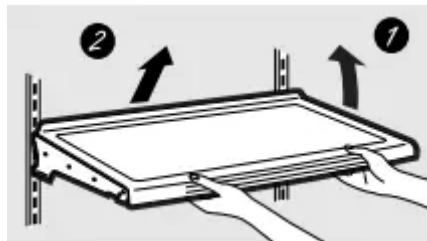
About the shelves and bins.

Rearranging the Shelves

Shelves in the refrigerator compartment are adjustable.

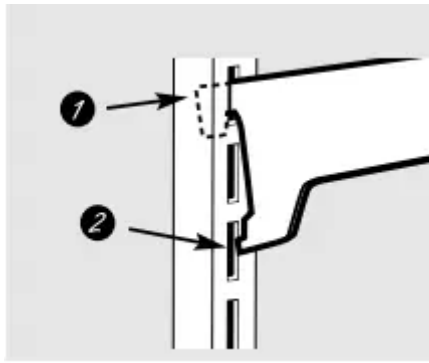
Refrigerator Compartment

To remove:



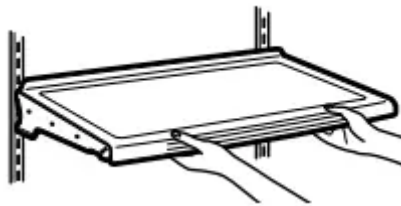
1. Remove all items from the shelf.
2. Tilt the shelf up at the front.
3. Lift the shelf up at the back and bring the shelf out.

To replace:



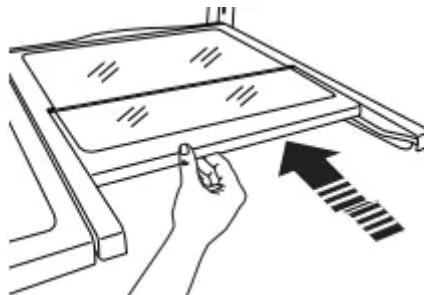
1. While tilting the shelf up, insert the top hook at the back of the shelf in a slot on the track.
2. Lower the front of the shelf until the bottom of the shelf locks into place.

Spillproof Shelves



Spillproof shelves have special edges to help prevent spills from dripping to lower shelves.

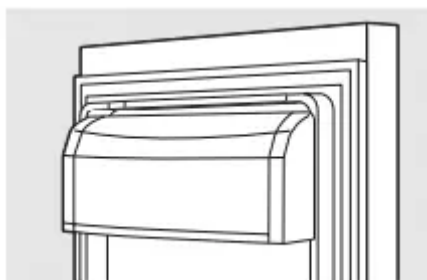
Quick Space Shelf



This shelf splits in half and slides under itself for storage of tall items on the shelf below. This shelf can be removed and replaced or relocated (just like spillproof shelves).

About the shelves and bins.

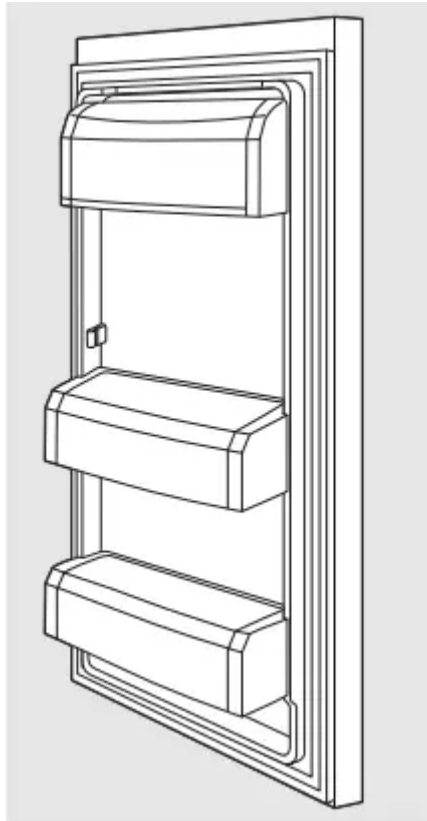
Non-Adjustable Dairy Bin



To remove: Lift the dairy bin straight up, then pull out.

To replace: Engage the bin in the molded door supports and push down. The bin will lock in place.

Adjustable Bins on the Door

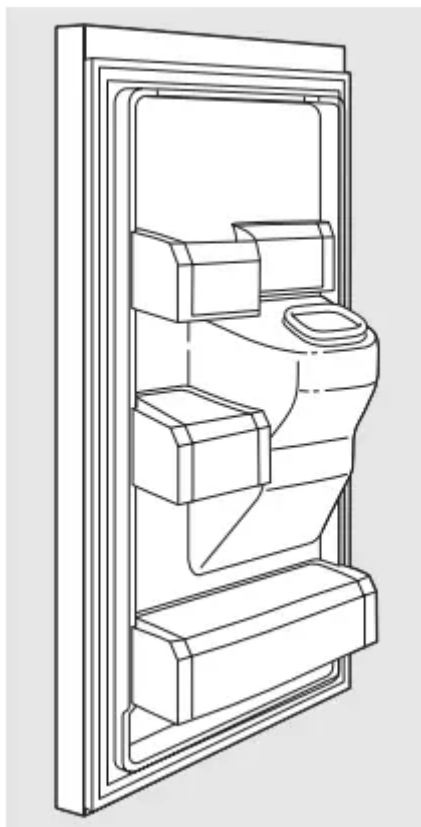


Adjustable bins can easily be carried from refrigerator to work area.

To remove: Lift bin straight up, then pull out.

To replace or relocate: Slide in the bin just above the molded door supports, and push down. The bin will lock in place.

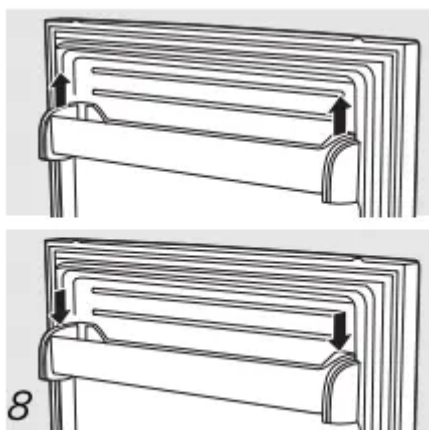
Non-Adjustable Bins on the Door



To remove: Lift the bin straight up, then pull out.

To replace: Engage the bin in the molded supports on the door and push down. It will lock in place.

Non-Adjustable Bin in the Freezer

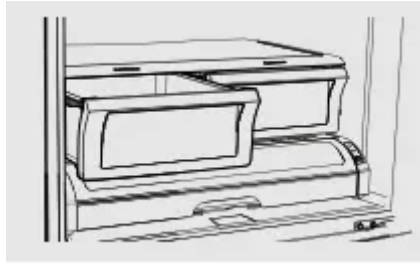


To remove: Pull the brackets upward until you hear a clicking sound and remove the bin.

To replace: Hook the ends of the bin into both brackets and push down until the bin locks into place.

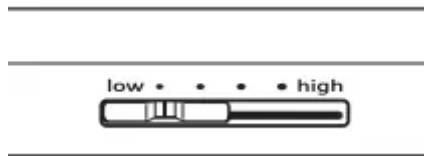
About the crispers and pans.

Fruit and Vegetable Crisper



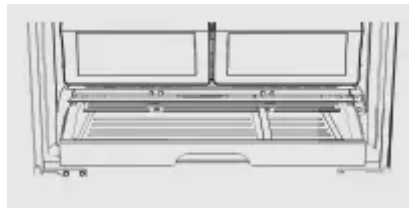
Excess water that may accumulate in the bottom of the drawers or under the drawers should be wiped dry.

Adjustable Humidity Crisper



Slide the control all the way to the high setting to provide high humidity recommended for most vegetables. Slide the control all the way to the low setting to provide lower humidity levels recommended for most fruits.

Adjustable Deli/Produce Drawer

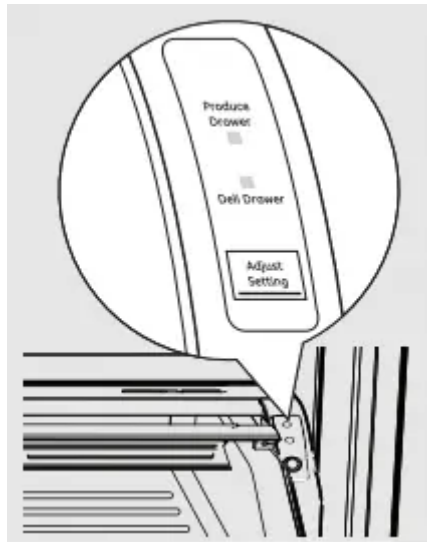


The Adjustable Deli/Produce Drawer is a full-width drawer with adjustable temperature control. This drawer can be used for large miscellaneous items.

There is a temperature control which can adjust the amount of cold air allowed into the drawer.

The control is located on the right side of the drawer.

Control



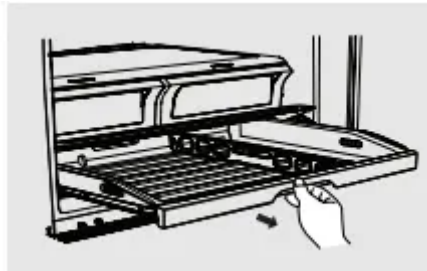
When Produce Drawer is selected, the temperature of the drawer can be kept around 38°F (3°C). This feature also helps keep food fresh for a long time.

When Deli Drawer is selected, the temperature of the drawer can be kept around 34°F (1°C). This feature also helps keep meat or fish fresh for a longer time.

NOTE: Fruits and vegetables may be damaged using the Deli Drawer setting. Do not store lettuce or other leafy produce in this drawer.

CAUTION: Do not store glass bottles in this drawer. If they are frozen, they can break and cause personal injury

How to Remove and Replace the Adjustable Deli/Produce Drawer



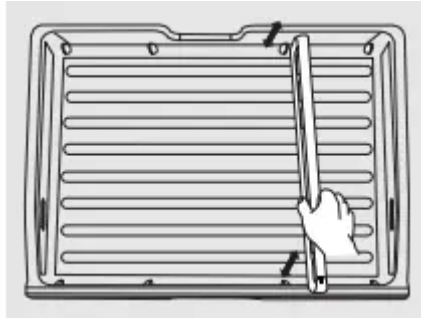
To remove:

1. Pull the drawer out to the stop position.
2. Lift the front of the drawer up and out.

To replace:

1. Lift the cover up.
2. Engage the pantry rollers into the side rails.
3. Push the drawer inwards (until it is in place).

How to Remove and Replace Drawer Divider



To remove:

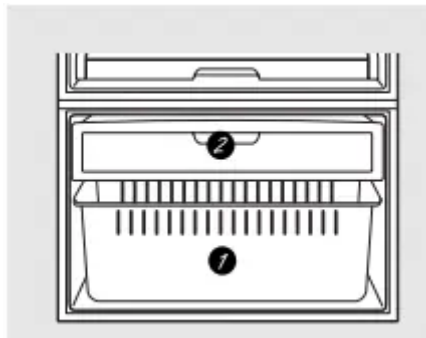
1. Pull the drawer out to the stop position.
2. Raise the front side of the divider to unhook it from the rear wall of the drawer.

To replace:

1. Hook the back of the divider over the rear wall of the drawer.
2. Push the divider down.

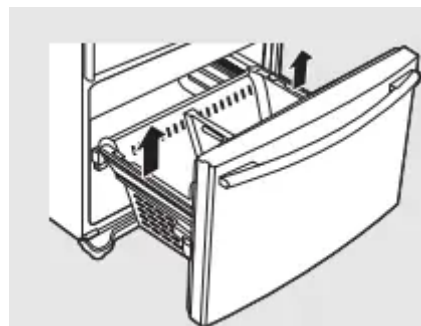
About the freezer

Freezer Basket and Drawer



1. Basket.
2. Drawer.

Basket Removal



To remove:

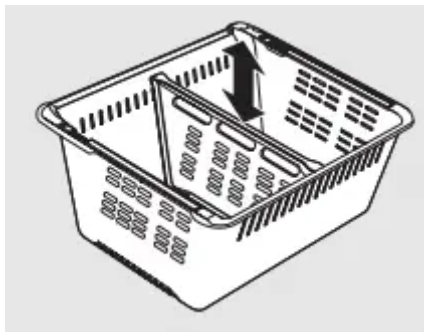
1. Remove Freezer Bin. (See page 8.)

2. Pull basket out to the stop position.
3. Tilt up the rear of the bin.
4. Lift it out to remove.

To replace:

1. Place the basket into the rail assembly.

Basket Divider Removal



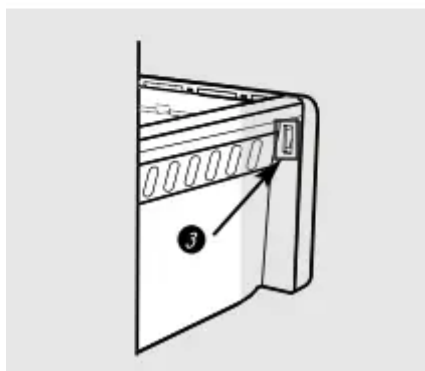
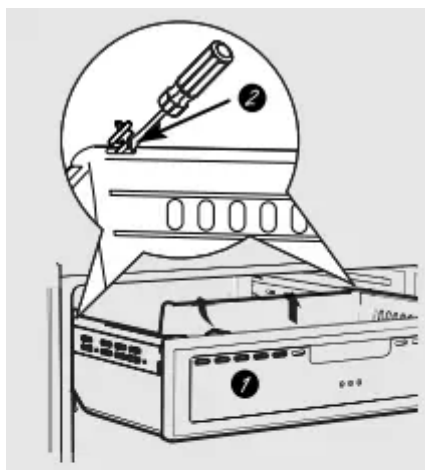
To remove:

1. Pull basket out to the stop position.
2. Tilt up the rear of the bin.
3. Lift it out to remove.

To replace:

1. Hook the top corners of the divider over the hole of the basket.

Drawer Removal



To remove:

1. Pull the drawer out to the stop position.
2. Remove both side knobs with a flathead screwdriver.
3. Tilt up the rear of the drawer and lift straight out.

To replace:

1. Pull both rails out to the stop position.
2. Place the drawer onto the rails and hook the support into the slots located on the side of the drawer.
3. Replace the side knob and push the drawer back into place.

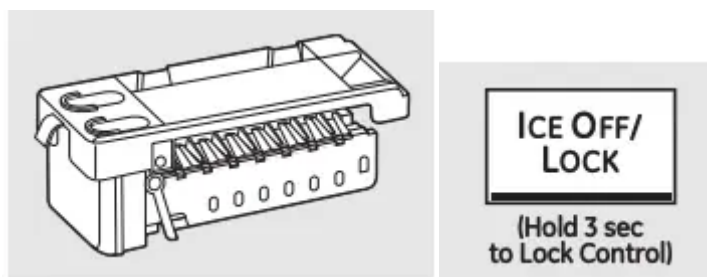
WARNING: Please do not lose the side knobs during disassembly since they may present a choking hazard to children.

About the automatic icemaker.


A newly installed refrigerator may take 12 to 24 hours to begin making ice.

Automatic Icemaker





The icemaker will produce seven cubes per cycle—approximately 100–130 cubes in a 24-hour period, depending on freezer compartment temperature, room temperature, number of door openings and other use conditions.

If the refrigerator is operated before the water connection is made to the icemaker, turn on the ICE OFF feature by pressing and releasing the ICE OFF/LOCK pad on the control panel and the  displays. When the refrigerator has been connected to the water supply, turn off the ICE OFF feature by pressing and releasing the ICE OFF/LOCK pad on the control panel. The icemaker will fill with water when it cools to 15°F (–10°C). A newly installed refrigerator may take 12 to 24 hours to begin making ice cubes.

You will hear a buzzing sound each time the icemaker fills with water. Throw away the first few batches of ice to allow the water line to clear. Be sure nothing interferes with the sweep of the feeler arm.

When the bin fills to the level of the feeler arm, the icemaker will stop producing ice. It is normal for several cubes to be joined together. If ice is not used frequently, old ice cubes will become cloudy, taste stale and shrink.

NOTE: In homes with lower-than-average water pressure, you may hear the icemaker cycle multiple times when making one batch of ice.

NOTE: Turn on the ICE OFF feature if the water supply is shut off.

To Use the Dispenser



Select CUBED , CRUSHED  or WATER  by pressing the ICE & WATER pad.

Press the glass gently against the top of the dispenser cradle.

The spill shelf is not self-draining. To reduce water spotting, the shelf should be cleaned regularly.

If no water is dispensed when the refrigerator is first installed, there may be air in the water line system. Press the dispenser arm for at least two minutes to remove trapped air from the water line and to fill the water system. To flush out impurities in the water line, throw away the first six full glasses of water.

CAUTION: Never put fingers or any other objects into the ice crusher discharge opening

To Lock and Unlock the Dispenser



To lock, press and hold the ICE OFF/LOCK pad for 3 seconds. Repeat this step to unlock the dispenser.

Dispenser Light



Press and hold the ALARM/LIGHT pad for 3 seconds to turn the dispenser light on and off. The light also comes on when the dispenser cradle is pressed.

Important Facts About Your Dispenser

- Do not add ice from trays or bags to the storage drawer. It may not crush or dispense well.
- Avoid overfilling glass with ice and use of narrow glasses. Backed-up ice can jam the chute or cause the door in the chute to freeze shut. If ice is blocking the chute, poke it through with a wooden spoon.
- Beverages and foods should not be quick-chilled in the ice storage drawer. Cans, bottles or food packages in the storage drawer may cause the icemaker or auger to jam.
- To keep dispensed ice from missing the glass, put the glass close to, but not touching, the dispenser opening.
- Some crushed ice may be dispensed even though you selected CUBED ICE. This happens occasionally when a few cubes accidentally get directed to the crusher.
- After crushed ice is dispensed, some water may drip from the chute.
- Sometimes a small mound of snow will form on the door in the ice chute. This condition is normal and usually occurs when you have dispensed crushed ice repeatedly. The snow will eventually evaporate.

Care and cleaning of the refrigerator

Cleaning the Outside

The door handles and trim. Clean with a cloth dampened with soapy water. Dry with a soft cloth. Do not use wax on the door handles and trim.

Keep the outside clean. Wipe with a clean cloth lightly dampened with kitchen appliance wax or mild liquid dish detergent. Dry and polish with a clean, soft cloth.

Do not wipe the refrigerator with a soiled dish cloth or wet towel. These may leave a residue that can erode the paint. Do not use scouring pads, powdered cleaners, bleach or cleaners containing bleach because these products can scratch and weaken the paint finish.

The stainless steel panels and door handles. Stainless steel (on some models) can be cleaned with a commercially available stainless steel cleaner. A spray-on stainless steel cleaner works best. Do not use appliance wax or polish on the stainless steel.

Silver-plated plastic parts. Wash parts with soap or other mild detergents. Wipe clean with a sponge, damp cloth or paper towel. Do not scrub with steel-wool pads or other abrasive cleaners.

Cleaning the Inside

To help prevent odors, leave an open box of baking soda in the refrigerator and freezer compartments.

Unplug the refrigerator before cleaning. If this is not practical, wring excess moisture out of sponge or cloth when cleaning around switches, lights or controls.

Use an appliance wax polish on the inside surface between the doors.

Use warm water and baking soda solution— about a tablespoon (15 ml) of baking soda to a quart (1 liter) of water. This both cleans and neutralizes odors. Rinse and wipe dry.

After cleaning the door gaskets, apply a thin layer of petroleum jelly to the door gaskets at the hinge side. This helps keep the gaskets from sticking and bending out of shape.

Avoid cleaning cold glass shelves with hot water because the extreme temperature difference may cause them to break. Handle glass shelves carefully. Bumping tempered glass can cause it to shatter

Do not wash any plastic refrigerator parts in the dishwasher

Silver-accented plastic parts. Wash parts with soapy water. Wipe clean with a sponge, damp cloth or paper towel.

Do not scrub with steel-wool pads or other abrasive cleaners.

Behind the Refrigerator

Be careful when moving the refrigerator away from the wall. All types of floor coverings can be damaged, particularly cushioned coverings and those with embossed surfaces.

Raise the leveling legs located at the bottom front of the refrigerator.

Pull the refrigerator straight out and return it to position by pushing it straight in.


Moving the refrigerator in a side direction may result in damage to the floor covering or refrigerator.

Lower the leveling legs until they touch the floor.

When pushing the refrigerator back, make sure you don't roll over the power cord or icemaker supply line (on some models) and ensure the anti-tip bracket is engaged (if equipped)

Preparing for Vacation

For long vacations or absences, remove food and unplug the refrigerator. Clean the interior with a baking soda solution of one tablespoon (15 ml) of baking soda to one quart (1 liter) of water. Leave the doors open.

Turn on the ICE OFF feature by pressing and releasing the ICE OFF/LOCK pad on the control panel (the  icon displays) and shut off the water supply to the refrigerator.

If the temperature can drop below freezing, have a qualified servicer drain the water supply system (on some models) to prevent serious property damage due to flooding

Preparing to Move

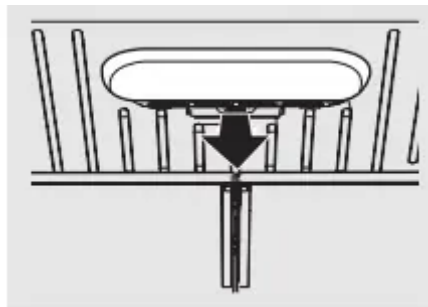
Secure all loose items such as base grille, shelves and drawers by taping them securely in place to prevent damage.

When using a hand truck to move the refrigerator, do not rest the front or back of the refrigerator against the hand truck. This could damage the refrigerator. Handle only from the sides of the refrigerator.

Be sure the refrigerator stays in an upright position during moving

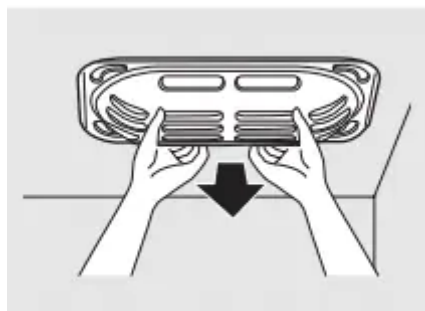
Replacing the light bulbs

Refrigerator Lights



An authorized technician will need to replace the LED light.

Freezer Light



CAUTION: Light bulbs may be hot.

1. Unplug the power cord from the outlet.
2. Pull drawer out to the stop position.
3. Rotate the shield down while pushing it backwards to remove it.
4. Turn the bulb counterclockwise.
5. Replace with an appliance bulb of the same or lower wattage.
6. Replace the shield.

7. Plug the refrigerator back in.

NOTE: Appliance bulbs may be ordered from GE Parts and Accessories, 800.626.2002.

Troubleshooting Tips



Newer refrigerators sound different from older refrigerators. Modern refrigerators have more features and use newer technology.

Do you hear what I hear? These sounds are normal.

HUMMM...
WHOOSH...

- The new high efficiency compressor may run faster and longer than your old refrigerator and you may hear a high-pitched hum or pulsating sound while it is operating.
- You may hear a whooshing sound when the doors close. This is due to pressure equalizing within the refrigerator.



- You may hear the fans spinning at high speeds. This happens when the refrigerator is first plugged in, when the doors are opened frequently or when a large amount of food is added to the refrigerator or freezer compartments. The fans are helping to maintain the correct temperatures.
- The fans change speeds in order to provide optimal cooling and energy savings.

CLICKS, POPS, CRACKS and SNAPS

- You may hear cracking or popping sounds when the refrigerator is first plugged in. This happens as the refrigerator cools to the correct temperature.
- The freezer control will click when starting or stopping the compressor.
- Expansion and contraction of cooling coils during and after defrost can cause a cracking or popping sound.
- On models with an icemaker, after an icemaking cycle, you may hear the ice cubes dropping into the ice bucket.

- On models with a dispenser, during water dispense, you may hear the water lines move at initial dispense and after dispenser button is released.

WATER SOUNDS



- The flow of refrigerant through the freezer cooling coils may make a gurgling noise like boiling water.
- Water dropping on the defrost heater can cause a sizzling, popping or buzzing sound during the defrost cycle.
- A water dripping noise may occur during the defrost cycle as ice melts from the evaporator and flows into the drain pan.
- Closing the door may cause a gurgling sound due to pressure equalization.

For additional information on normal icemaker operating sounds, see the About the automatic icemaker section

Before you call for service...

Save time and money! Review the charts on the following pages first and you may not need to call for service.

Refrigerator does not operate

Refrigerator in defrost cycle.

- Wait about 30 minutes for defrost cycle to end.

Refrigerator is unplugged.

- Push the plug completely into the outlet.

The fuse is blown/circuit breaker is tripped.

- Replace fuse or reset the breaker.

Vibration or rattling (slight vibration is normal)

Leveling legs need adjusting.

- See Level the Refrigerator

Motor operates for long periods or cycles on and off frequently. (Modern refrigerators with more storage space and a larger freezer require more operating time. They start and stop often to maintain even temperatures.)

Normal when refrigerator is first plugged in.

- Wait 24 hours for the refrigerator to completely cool down.

Often occurs when large amounts of food are placed in refrigerator.

- This is normal.

Door left open.

- Check to see if package is holding door open.

Hot weather or frequent door openings.

- This is normal.

Temperature control set at the coldest setting.

- See About the controls.

TurboCool function has been activated.

- This is normal when the TurboCool function is activated. See About TurboCool for more information.

Refrigerator or freezer compartment too warm

Temperature controls not set cold enough.

- See About the controls.

Warm weather or frequent door openings.

- Set the temperature control one step colder. See About the controls.

Door left open.

- Check to see if package is holding door open.

Frost or ice crystals on frozen food (frost within package is normal)


Door left open.

- Check to see if package is holding door open.

Door openings too frequent or too long.

Frequent “buzzing” sound

ICE OFF feature is turned off, but the water supply to the refrigerator has not been connected.

- Press and release the ICE OFF/LOCK pad on the control panel to turn on the ICE OFF feature, and then the  icon will be displayed. Keeping the ICE OFF feature on will damage the water valve.


Small or hollow cubes

Water filter clogged.

- Replace filter cartridge with new cartridge or with plug.

Automatic icemaker does not work

ICE OFF feature is turned on.

- Press and release the ICE OFF/LOCK pad on the control panel to turn off the ICE OFF feature, and then the  icon will disappear.

Water supply turned off or not connected.

- See Installing the water line.

Freezer compartment too warm.

- Wait 24 hours for the refrigerator to completely cool down.

Piled up cubes in the storage bin cause the icemaker to shut off.

- Level cubes by hand.

Ice cubes stuck in icemaker.

- Turn off the icemaker, remove cubes and turn the icemaker back on.

Ice cubes have odor/taste

Food transmitting odor/taste to ice cubes.

- Wrap foods well.

Interior of refrigerator needs cleaning

- See Care and cleaning.
- Keep an open box of baking soda in the refrigerator; replace every three months.

Slow ice cube freezing

Door left open.

- Check to see if package is holding door open.

Freezer control not set cold enough.

- See About the controls.

Refrigerator has odor

Foods transmitting odor to refrigerator.

- Foods with strong odors should be tightly wrapped.
- Keep an open box of baking soda in the refrigerator; replace every three months.

Interior needs cleaning.

- See Care and cleaning.

Moisture forms on outside of refrigerator

Not unusual during periods of high humidity.

- Wipe surface dry and reset the refrigerator control one setting colder.
- Turn off Energy Saver mode.

Moisture collects inside (in humid weather, air carries moisture into refrigerator when doors are opened)

Too frequent or too long door openings.

Refrigerator or freezer compartment light does not work

No power at outlet.

- Replace fuse or reset the breaker.

Light bulb burned out or loose.

- See Replacing the light bulbs.

Door/drawer does not close by itself

Leveling legs need adjusting.

- See Installing the Refrigerator

Hot air from bottom of refrigerator

Normal air flow cooling motor. In the refrigeration process, it is normal that heat be expelled in the area under the refrigerator. Some floor coverings will discolor at these normal and safe temperatures.

Food freezing in the refrigerator

Food too close to the air vent at the back of the refrigerator.

- Move the food away from the air vent.

Refrigerator control is set too cold.

- Move the refrigerator control to a warmer temperature setting one increment at a time.

Water has poor taste/odor

Water dispenser has not been used for a long time.

- Dispense water until all water in system is replenished.

Water in first glass is warm

Normal when refrigerator is first installed.

- Wait 24 hours for the refrigerator to completely cool down.

Water dispenser has not been used for a long time.

- Dispense water until all water in system is replenished.

Water system has been drained.

- Allow several hours for replenished supply to chill.

Water dispenser does not work

Water supply line turned off or not connected.

- See Installing the water line.

Water filter clogged.

- Replace filter cartridge or remove filter and install plug.

Air may be trapped in the water system.

- Press the dispenser arm for at least 2 minutes.

Water in reservoir is frozen because the controls are set too cold.

- Set the refrigerator control to a warmer setting and wait 24 hours. If water does not dispense after 24 hours, call for service.

Water spurting from dispenser

Newly installed filter cartridge.

- Run water from the dispenser for 3 minutes (about 1 1/2 gallons).

No water or ice cube production

Supply line or shutoff valve is clogged.

- Call a plumber.

Water filter clogged.

- Replace filter cartridge or remove filter and install plug.

Filter cartridge not properly installed.

- Remove and reinstall filter cartridge, being certain that it locks into place. The blade on the end of the cartridge should be positioned vertically.

Water is leaking from dispenser

Glass not being held under the dispenser long enough after button is released.

- Hold the glass underneath the dispenser for 2–3 seconds after releasing the dispenser button. Water may continue to dispense after the button is released.

Air may be present in the water line system, causing water to drip after being dispensed.

- Dispense water for at least 2 minutes to remove air from system.

Water filter indicator light changed color

This is normal.

- See About the water filter for more information.

Water filter indicator light remains red even after replacing the water filter

Water filter indicator must be reset.

- Press and hold the ICE & WATER pad for 3 seconds. See About the water filter for more information.

Water filter indicator light is not lit

This is normal. This light will turn orange to tell you that you need to replace the filter soon. The filter cartridge should be replaced when the replacement indicator light turns red.

- See About the water filter for more information.

Handle is loose / handle has a gap

Handle needs adjusting.

- See Attach the Fresh Food handle and Attach the Freezer handle sections for detailed instructions.

Refrigerator beeping

This is the door alarm.

- Close door.

Control setting is not lit

On some models, the light bulbs at the top of the refrigerator compartment light up the temperature control settings.

- If the control settings do not light up, check to see if the light bulbs are burned out, and replace if necessary.

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.