



Refrigerator

Instruction of use

Frigorífico

Instrucciones para el uso

Frigorífico

Instruções de utilização

Chłodziarka

Instrukcja obsługi

Chladnička

Pokyny pro používání

Chladnička

Návod na použitie

Hladnjak

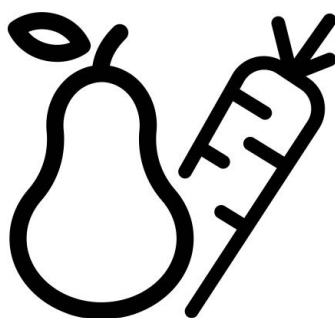
Upute za uporabu

Hűtőszekrén

Használati útmutató

Ψυγείο

Οδηγίες χρήστη



RSSA290M31WN

EN-ES-PT-PL-CZ-SK-HR-HU-EL



WARNING!

In order to ensure a normal operation of your refrigerating appliance, which uses a completely environmentally friendly refrigerant the R 600a (flammable only under certain conditions) you must observe the following rules:

- ♦ Do not hinder the free circulation of the air around the appliance.
- ♦ Do not use mechanic devices in order to accelerate the defrosting, others than the ones recommended by the manufacturer.
- ♦ Do not destroy the refrigerating circuit.
- ♦ Do not use electric appliances inside the food keeping compartment, other than those that might have been recommended by the manufacturer.

ADVERTENCIA !

Para asegurarse del funcionamiento normal de vuestro refrigerador, conteniendo le refrigerante R600a que contribuye a la protección del ámbito (inflamable sólo en ciertas condiciones), le conviene a respetar las reglas siguientes :

- ♦ No impide la circulación del aire alrededor del aparato.
- ♦ No utilice utensilios mecánicos o otros dispositivos para acelerar el proceso de descongelación otros de los recomendados por el fabricante.
- ♦ No cause daño al circuito refrigerante.
- ♦ No utilice aparatos eléctricos en el interior de los compartimentos de la conservación de los alimentos, si estos no están conformes con el tipo de aparato recomendado por el fabricante.

AVISO!

Afim de assegurar um funcionamento normal do seu aparelho de refrigeração que utiliza um refrigerador, o R600a, completamente amigo do ambiente (inflamável apenas sob certas condições), deve observar as seguintes normas:

- ♦ Não obstrua a livre circulação do ar ao redor do aparelho.
- ♦ Não utilize dispositivos mecânicos que não os recomendados pelo fabricante para acelerar o descongelamento.
- ♦ Não destrua o circuito de refrigeração.
- ♦ Não utilize aparelhos eléctricos que não aqueles que devem ter sido recomendados pelo fabricante dentro do compartimento para guardar comida.

UWAGA!

Aby zapewnić prawidłową pracę twojej chłodziarki używającej przyjaznego dla środowiska czynnika chłodzącego R600a (palny tylko w pewnych warunkach), musisz przestrzegać następujących zasad:

- ♦ Nie utrudniaj swobodnej cyrkulacji powietrza wokół urządzenia
- ♦ Nie używaj urządzeń mechanicznych w celu przyspieszenia rozmrażania innych niż zalecane przez producenta
- ♦ Nie niszczyć układu chłodzącego
- ♦ Nie używaj żadnych urządzeń elektrycznych w komorze przeznaczonej na jedzenie, z wyjątkiem zalecanych przez producenta.

UPOZORNĚNÍ!

Aby byl zajištěn normální provoz vaší chladničky, která používá pro životní prostředí zcela neškodné chladicí médium R600a (vznětlivé), musíte dodržet následující pravidla:

- ♦ Nebraňte ve volné cirkulaci vzduchu kolem přístroje.
- ♦ Nepoužívejte mechanická zařízení pro zrychlení odmražení kromě těch, která jsou doporučena výrobcem.
- ♦ Nelikvidujte chladicí okruh.
- ♦ Nepoužívejte elektrické spotřebiče uvnitř prostoru pro potraviny kromě těch, která by mohl doporučit výrobce.



VÝSTRAHA!

Na zabezpečenie normálnej prevádzky chladničky, ktorá používa úplne ekologicky bezpečné chladivo R 600a (horľavé len pri určitých podmienkach), musíte dodržiavať tieto pravidlá:

- ♦ Nebráňte voľnej cirkulácii vzduchu okolo spotrebiča.
- ♦ Nepoužívajte mechanické prístroje na urýchľovanie rozmrazovacieho procesu iné, ako odporúča výrobca.
- ♦ Nepoškodte chladiaci okruh.
- ♦ Vo vnútri signalizačného priediaka na potraviny nepoužívajte iné elektrické spotrebiče ako tie, ktoré odporúča výrobca.

UPOZORENJE!

Kako biste obezbijedili normalan rad vašeg frižidera koji koristi u potpunosti ekološki prihvatljivo sredstvo za hlađenje R 600a (zapaljiv je pod određenim uslovima) morate poštovati slijedeća pravila:

- ♦ Nemojte zatvarati slobodnu cirkulaciju zraka oko uređaja.
- ♦ Nemojte koristiti mehaničke uređaje kako biste ubrzali odleđivanja frižidera., osim onih koje je preporučio proizvođač.
- ♦ Nemojte uništavati kolo za hlađenje.
- ♦ Nemojte koristiti električne uređaje unutar spremnika za čuvanje hrane osim onih koje preporučuje proizvođač.

FIGYELMEZTETÉS!

Az R600a (gyúlékony) teljesen környezetbarát hűtőgázzal működő hűtőberendezés normál üzemeltetése érdekében kövesse a következő szabályokat:

- ♦ Ne akadályozza meg a levegő keringését a készülék körül!
- ♦ Ne használjon más mechanikus eszközöket a gyorsabb felolvasztás érdekében, mint amit a gyártó ajánl!
- ♦ Ne károsítsa a hűtőközeg keringési rendszerét!
- ♦ Ne használjon más elektromos eszközöket a hűtőgép ételtároló részében, mint amiket a gyártó javasol!

ΠΡΟΕΙΔΟΠΟΙΗΣΗ!

Για να εξασφαλίσετε κανονική λειτουργία της ψυκτικής σας συσκευής, η οποία χρησιμοποιεί ένα πλήρως φιλικό προς το περιβάλλον ψυκτικό μέσο το R600a (εύφλεκτο μόνο υπό ορισμένες συνθήκες), πρέπει να τηρείτε τους ακόλουθους κανόνες:

- ♦ Μην εμποδίζετε την ελεύθερη κυκλοφορία του αέρα γύρω από τη συσκευή.
- ♦ Μη χρησιμοποιείτε μηχανικές διατάξεις για να επιταχύνετε την απόψυξη, εκτός από τα μέσα που συνιστά ο κατασκευαστής.
- ♦ Μην προκαλέσετε ζημιά στο ψυκτικό κύκλωμα.
- ♦ Μη χρησιμοποιείτε ηλεκτρικές συσκευές μέσα στο χώρο χώρους φύλαξης φαγητού, εκτός από αυτές που ενδεχομένως έχει συστήσει ο κατασκευαστής.

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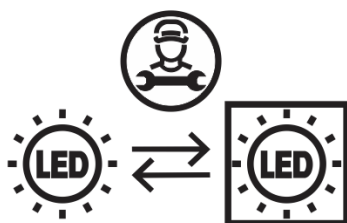
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EN

This product is equipped with a lighting source of the "G" energy class. The lighting source in this product shall only be replaced by professional repairers.

ES

Este producto está equipado con una fuente de iluminación de la clase energética "G". La fuente de iluminación de este producto sólo debe ser sustituida por reparadores profesionales.

PT

Este produto está equipado com uma fonte de iluminação da classe energética "G". A fonte de iluminação neste produto deve somente ser substituída por reparadores profissionais.

PL

Ten produkt jest wyposażony w źródło światła o klasie energetycznej "G". Źródło światła w tym produkcie może być wymieniane wyłącznie przez profesjonalnych serwisantów.

CZ

Tento výrobek je vybaven světelným zdrojem o energetické třídě "G". Světelný zdroj na tomto výrobku může být vyměněn pouze profesionálními opraváři.

SK

Tento výrobok je vybavený zdrojom svetla energetickej triedy „G“. Svetelný zdroj na tomto výrobku môžu vymeniť len profesionálni technici.

HR

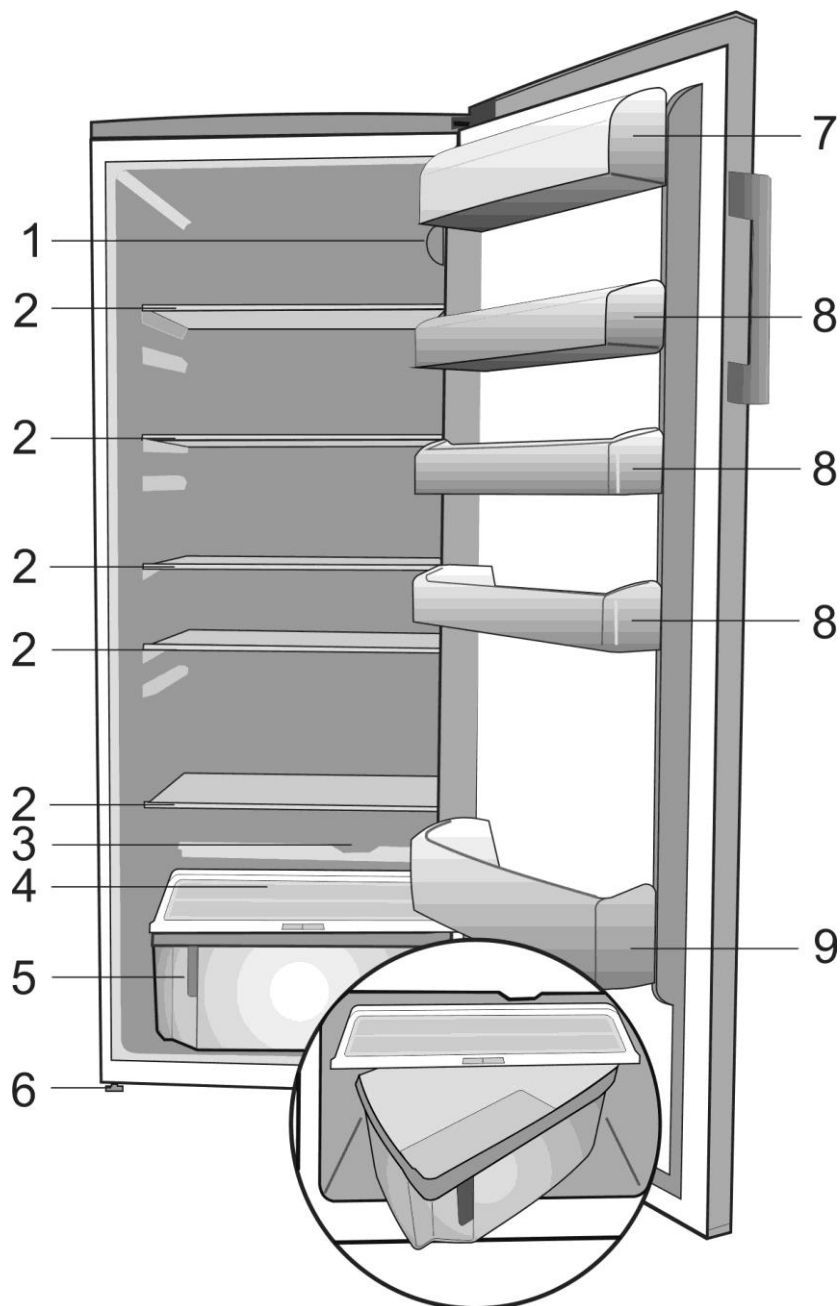
Ovaj proizvod opremljen je izvorom osvjetljenja energetske klase „G“. Izvor osvjetljenja u ovom proizvodu smiju zamijeniti samo stručni serviseri.

HU

A termék „G” energiasztályú fényforrással van felszerelve. A termékben lévő fényforrást csak szakszervíz cserélheti ki.

EL

Αυτό το προϊόν είναι εξοπλισμένο με φωτεινή πηγή ενεργειακής κλάσης "G". Η φωτεινή πηγή στο προϊόν αυτό θα πρέπει να αντικαθίσταται μόνο από επαγγελματίες επισκευαστές.



1

i Figures that take place in this instruction manual are schematic and may not correspond exactly with your product. If the subject parts are not included in the product you have purchased, then it is valid for other models.

i Las ilustraciones incluidas en el presente manual de instrucciones son esquemáticas y puede que no se adecúen a su aparato con exactitud. Si alguno de los elementos reflejados no se corresponde con el aparato que usted ha adquirido, entonces será válido para otros modelos.

i As figuras que aparecem neste manual de instruções são esquemáticas e podem não corresponder exactamente ao seu produto. Se as partes referidas não estiverem incluídas no produto que adquiriu, é porque são válidas para outros modelos.

i Rysunki w niniejszej instrukcji to tylko schematy i nie muszą ściśle odpowiadać Waszemu modelowi chłodziarki. Jeśli pewnych części nie ma w Waszej chłodziarce, to znaczy, że odnosi się do innych modeli.

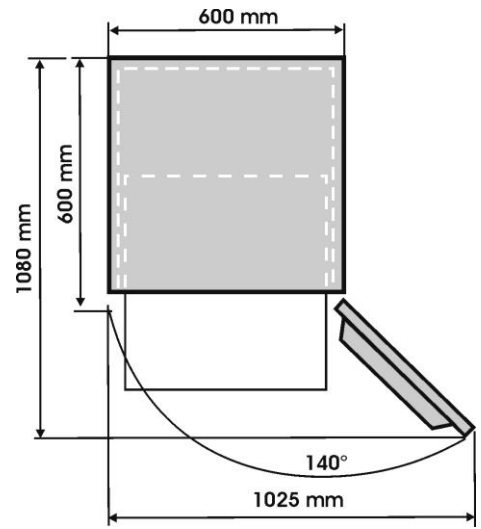
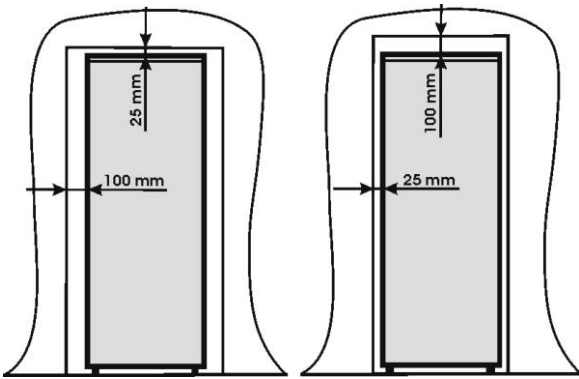
i Obrázky uvedené v tomto návodu k použití jsou schematické a nemusejí přesně korespondovat s vaším výrobkem. Pokud zobrazené části nejsou obsaženy v produktu, který jste zakoupili, jde o součásti jiných modelů.

i Obrázky v tejto príručke k obsluhu sú schematické a nemusia sa presne zhodovať s vaším produktom. Ak produkt, ktorý ste si zakúpili, nedisponuje uvádzanými časťami, potom sa to týka iných modelov.

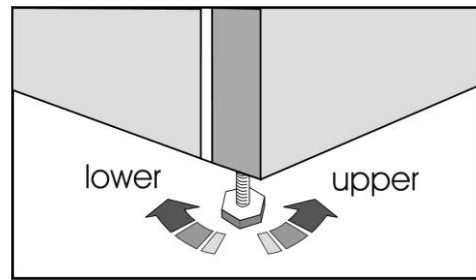
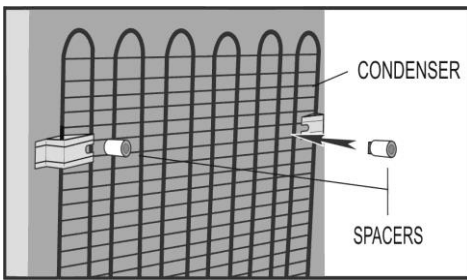
i Slike koje se nalaze u ovom priručniku su shematske i možda se ne ogovaraju u potpunosti vašem proizvodu. Ako dijelovi naslova nisu sadržani u proizvodu koji ste kupili, onda to vrijedi za ostale modele.

i A használati útmutatóban található képek szemléltető jellegűek, nem a valódi terméket ábrázolják. Amennyiben olyan részeket talál, melyek nem találhatók meg, az Ön által megvásárolt termékben, akkor azok más modellekre vonatkoznak.

i Οι εικόνες σ' αυτό το εγχειρίδιο οδηγιών είναι σχηματικές και ενδέχεται να μην ανταποκρίνονται ακριβώς στο προϊόν σας. Αν ορισμένα εξαρτήματα δεν περιλαμβάνονται στο προϊόν που έχετε προμηθευτεί, τότε ισχύουν για άλλα μοντέλα.

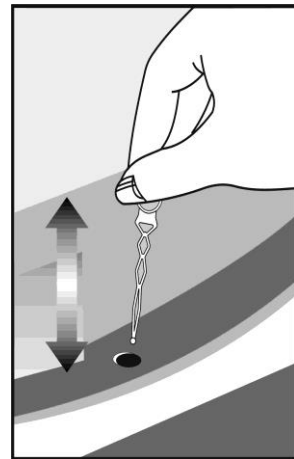
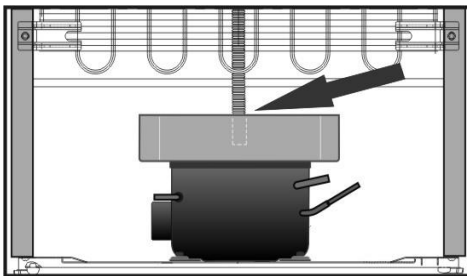


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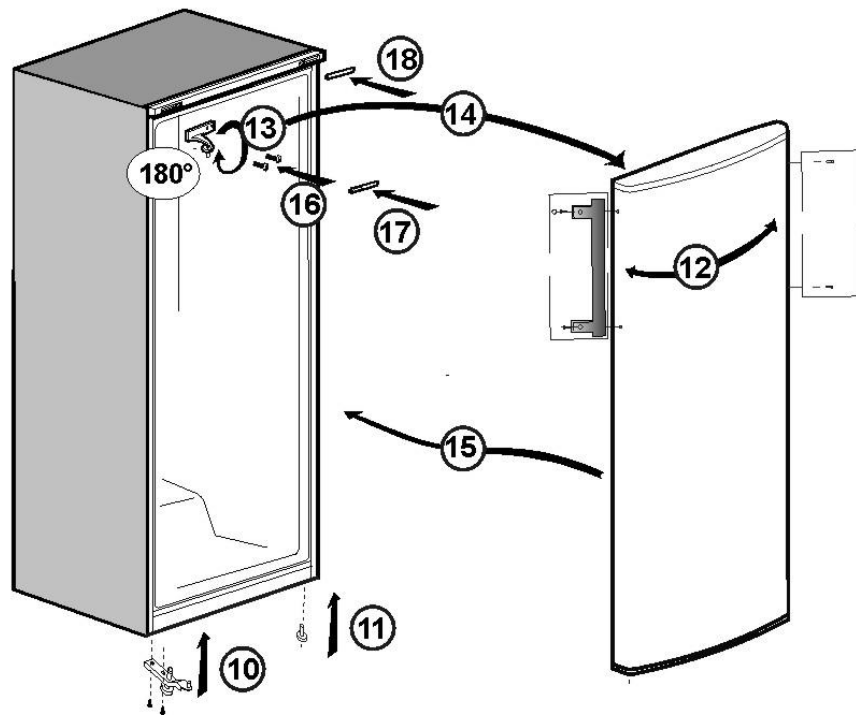
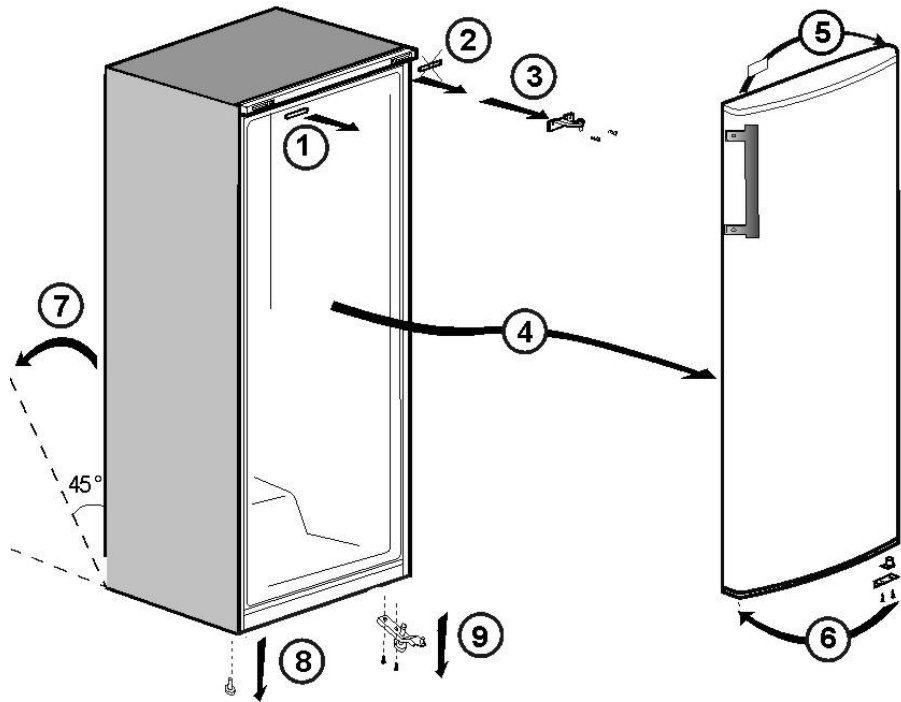
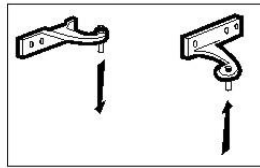
4



5

6

(13)



Congratulations on your choice of a **BEKO** Quality Appliance, designed to give you many years of service.

Safety first!

Do not connect your appliance to the electricity supply until all packing and transit protectors have been removed.

- Leave to stand for at least 4 hours before switching on, to allow compressor oil to settle.
- If you are discarding an old appliance with a lock or latch fitted to the door, break or disable the lock to ensure that it is left in a safe condition to prevent children becoming trapped inside.
- This appliance must only be used for its intended purpose.
- Do not dispose of the appliance on a fire. Your appliance contains non CFC substances in the insulation which are flammable. We suggest you contact your local authority for information on correct disposal and available facilities.
- We do not recommend use of this appliance in an unheated, cold room. (e.g. garage, conservatory, annex, shed, out-house etc.)

To obtain the best possible performance and trouble free operation from your appliance it is very important to read these instructions carefully. Failure to observe these instructions may invalidate your right to free service during the guarantee period.

Please keep these instructions in a safe place for easy reference.

Original Spare parts will be provided for 10 years, following the product purchasing date.



INFORMATION



ENERG



SUPPLIER'S NAME

MODEL IDENTIFIER

(*)

A

A

The model information as stored in the product data base can be reached by entering following website and searching for your model identifier (*) found on energy label.

<https://eprel.ec.europa.eu/>

This appliance is not intended for use by person with reduced physical, sensory or mental capabilities or lack of experience and knowledge unless they have been given supervision or instruction concerning use of the appliance by a person responsible for their safety.
Children should be supervised to ensure that they do not play with the appliance.

Electrical requirements

Before inserting the plug into the wall socket make sure that the voltage and the frequency shown in the rating plate inside the appliance corresponds to your electricity supply.

We recommend that this appliance is connected to the mains supply via a suitably switched and fused socket in a readily accessible position.

Warning! This appliance must be earthed.

Repairs to electrical equipment should only be performed by a qualified technician. Incorrect repairs carried out by an unqualified person are carry risks that may have critical consequences for the user of the appliance.

ATTENTION!

This appliance operates with R 600a which is an environmental friendly but flammable gas. During the transportation and fixing of the product, care must be taken not to damage the cooling system. If the cooling system is damaged and there is a gas leak from the system, keep the product away from ignition sources and ventilate the room for a while.

WARNING - Do not use mechanical devices or other means to accelerate the defrosting process, other than those recommended by the manufacturer.

WARNING - Do not damage the refrigerant circuit.

WARNING - Do not use electrical appliances inside the food storage compartments of the appliance, unless they are of the type recommended by the manufacturer. **WARNING** - If the supply cord is damaged, it must be replaced by the manufacturer, its service agent or similarly qualified persons in order to avoid a hazard.

Transportation instructions

1. The appliance should be transported only in an upright position. The packing as supplied must be intact during transportation.
2. The appliance should not be operated for at least 4 hours after installation, to allow the system to settle.

You may also need to allow five minutes between plugging in and switching on the appliance.

3. Failure to comply with the above instructions could result in damage to the appliance, for which the manufacturer will not be held liable.

4. The appliance must be protected against rain, moisture and cold.

Important!

- Care must be taken while cleaning/carrying the appliance not to touch the bottom of the condenser metal wires at the back of the appliance, as this could cause injury to fingers and hands.

- Do not sit or stand on top of your appliance as it is not designed for such use. You could injure yourself or damage the appliance.

WARNING - Make sure that the mains cable is not caught under the appliance during and after moving, as this could damage the cable.

- Do not allow children to play with the appliance or tamper with the controls.

Installation instructions

1. Do not keep your appliance in a room where the temperature is likely to fall below 10 degrees C (50 degrees F) at night and/or especially in winter, as it is designed to operate in ambient temperatures between +10 and +43 degrees C (50 and 109 degrees F). At lower temperatures the appliance may not operate, resulting in a reduction in the storage life of the food.

2. Do not place the appliance near cookers or radiators or in direct sunlight, as this will cause extra strain on the appliance's functions. If installed next to a source of heat or freezer, maintain the following minimum side clearances:

From Cookers 30 mm

From Radiators 300 mm

From Freezers 25 mm

3. Make sure that sufficient room is provided around the appliance to ensure free air circulation (**Item 2**).

- Open the door of your refrigerator to set the distance between the refrigerator and the wall (**Item 3**).

4. The appliance should be positioned on a smooth surface. The two front feet can be adjusted as required. To ensure that your appliance is standing upright adjust the two front feet by turning clockwise or anti-clockwise, until firm contact is secured with the floor. Correct adjustment of feet prevents excessive vibration and noise **(Item 4)**.

5. Refer to "Cleaning and Care" section to prepare your appliance for use.

Getting to know your appliance (Item 1)

- 1 - Thermostat and lamp housing
- 2 - Adjustable Cabinet shelves
- 3 - Water collector
- 4 - Crisper cover
- 5 - Crispers
- 6 - Adjustable foot
- 7 - Dairy Compartment
- 8 - Shelf for jars
- 9 - Shelf for bottles

Suggested arrangement of food in the larder fridge

Guidelines for obtaining optimum storage and hygiene:

1. This appliance for the short-term storage of fresh food and drinks.
2. Dairy products should be stored in the special compartment provided in the door liner.
3. Cooked dishes should be stored in airtight containers and are best kept on either of the removable shelves.
4. Fresh wrapped produce can be kept on the shelf. Fresh fruit and vegetables should be cleaned and stored in the crisper bins.
5. Bottles can be kept in the door section.
6. To store raw meat, wrap in polythene bags and place on the lowest shelf. Do not allow to come into contact with cooked food, to avoid contamination. For safety, only store raw meat for two to three days.
7. For maximum efficiency, the removable shelves should not be covered with paper or other materials to allow free circulation of cool air.

8. The shelves are fitted with rear stops and tilting for storing bottles. Lift shelf clear of grooves when adjusting.

9. To tilt a shelf, place the back of the shelf one level below the front of the shelf. To remove a tilted shelf, first release the back from the one level below the front of the shelf. To remove a tilted shelf, first release the back from the grooves and then pull.

10. Do not keep vegetable oil on door shelves. Keep food packed, wrapped or covered. Allow hot food and beverages to cool before refrigerating. Do not store explosive substances in the refrigerator. High proof alcohol must be stored upright in sealed containers. Leftover canned food should not be stored in the can.

11. Some fruit and vegetables suffer damage if kept at temperatures near 0 degrees centigrade. Therefore wrap pineapples, melon, cucumbers, tomatoes and similar produce in polythene bags.

Temperature control and adjustment

The internal temperature could be adjusted by means of the button from the thermostat. The temperatures obtained inside the appliance could oscillate depending on the usage conditions: location, environmental temperature, doors opening frequency, foods quantity. Position of thermostat button will change depending on these conditions. Generally, for an environmental temperature of 25°C (77°F), thermostat button will be settled on a medium position.

Avoid some positions of thermostat button that could involve a continuously running of the appliance. This could involve a temperature decrease under 0°C, therefore the drinks and fresh foods could freeze and an excessive ice quantity could be accumulated on the internal wall. All these above mentioned could involve a decrease of the refrigerating efficiency (increase of the power consumption).

Before operating

Final Check

Before you start using the appliance check that:

1. The feet have been adjusted for perfect levelling.
2. The interior is dry and air can circulate freely at the rear.
3. The interior is clean as recommended under "Cleaning and care."
4. The plug has been inserted into the wall socket and the electricity is switched on. When the door is open the interior light will come on.

And note that:

5. You will hear a noise as the compressor starts up. The liquid and gases sealed within the refrigeration system may also make some (noise), whether the compressor is running or not. This is quite normal.
6. Slight undulation of the top of the cabinet is quite normal due to the manufacturing process used; it is not a defect.
7. We recommend setting the thermostat knob midway and monitor the temperature to ensure the appliance maintains desired storage temperatures (See section Temperature Control and Adjustment).
8. Do not load the appliance immediately it is switched on. Wait until the correct storage temperature has been reached. We recommend checking the temperature with an accurate thermometer (see; Temperature Control and Adjustment).

Defrosting

The larder refrigerator defrosts automatically. The defrosting water runs to the drain tube via a collection channel and is evaporated in a special container at the back of the appliance. **(Item 5).**

During defrosting, water droplets may form at the back of the larder refrigerator where a concealed evaporator is located. Some droplets may remain on the liner and refreeze when defrosting is completed. Do not use pointed or sharp-edged objects such as knives or forks to remove the droplets which have refrozen.

If, at any time, the defrost water does not drain from the collection channel, check that no food particles have blocked the drain tube. The drain tube can be cleared by pushing the special plastic plunger provided down the drain tube.

Check that the tube is permanently placed with its end in the collecting tray on the compressor to prevent the water spilling on the electric installation or on the floor **(Item 6).**

Replacing the interior light bulb

To change the Bulb/LED used for illumination of your refrigerator, call your AuthorisedService.

The lamp(s) used in this appliance is not suitable for household room illumination. The intended purpose of this lamp is to assist the user to place foodstuffs in the refrigerator/freezer in a safe and comfortable way.

The lamps used in this appliance have to withstand extreme physical conditions such as temperatures below -20°C.

Repositioning the door

Proceed in numerical order **(Item 7).**

Cleaning and care

1. We recommend that you switch off the appliance at the socket outlet and pull out the mains plug before cleaning.

2. Never use any sharp instruments or abrasive substances, soap, household cleaner, detergent or wax polish for cleaning.

3. Use luke warm water to clean the cabinet of the appliance and wipe it dry.

4. Use a damp cloth wrung out in a solution of one teaspoon of bicarbonate of soda to one pint of water to clean the interior and wipe it dry.

5. Make sure that no water enters the temperature control box.

6. If the appliance is not going to be used for a long period of time, switch it off, remove all food, clean it and leave the door ajar.

7. Any dust that gathers on the condenser, which is located at the back of the appliance, should be removed once a year with a vacuum cleaner.

8. Check door seals regularly to ensure they are clean and free from food particles.

9. Never:

- Clean the appliance with unsuitable material; eg petroleum based products.
- Subject it to high temperatures in any way,
- Scour, rub etc., with abrasive material.

10. Removal of dairy cover and door tray :

• To remove the dairy cover, first lift the cover up by about an inch and pull it off from the side where there is an opening on the cover.

• To remove a door tray, remove all the contents and then simply push the door tray upwards from the base.

11. Make sure that the special plastic container at the back of the appliance which collects defrost water is clean at all times. If you want to remove the tray to clean it, follow the instructions below:

- Switch off at the socket outlet and pull out the mains plug
- Gently uncrimp the stud on the compressor, using a pair of pliers, so that the tray can be removed
- Lift it up.
- Clean and wipe it dry
- Reassemble, reversing the sequence and operations.

Do's and don'ts

- Do-** Clean and defrost your appliance regularly.
- Do-** Keep raw meat and poultry below cooked food and dairy products.
- Do-** Keep food for as short a time as possible and adhere to "Best Before" and "Use by" etc. dates.
- Do-** Take off any unusable leaves on vegetables and wipe off any soil.
- Do-** Leave lettuce, cabbage, parsley and cauliflower on the stem.
- Do-** Wrap cheese firstly in greaseproof paper and then in a polythene bag, excluding as much air as possible. For best results, take out of the fridge compartment an hour before eating.

- Do-** Wrap raw meat and poultry loosely in polythene or aluminium foil. This prevents drying.
- Do-** Wrap fish and offal in polythene bags.
- Do-** Wrap food with a strong odour or which may dry out, in polythene bags, or aluminium foil or place in airtight container.
- Do-** Wrap bread well to keep it fresh.
- Do-** Chill white wines, beer, lager and mineral water before serving.

- Don't-** Store bananas in your fridge compartment.
- Don't-** Store melon in your fridge. It can be chilled for short periods as long as it is wrapped to prevent it flavouring other food.
- Don't-** Leave the door open for long periods, as this will make the larder refrigerator. Your larder refrigerator has been designed for the storage of edible foodstuffs only.
- Don't-** Cover the shelves with any protective materials which may obstruct air circulation.
- Don't-** Store poisonous or any dangerous substances in your appliance. It has been designed for the storage of edible foodstuffs only.
- Don't-** Consume food which has been refrigerated for an excessive length of time.
- Don't-** Store cooked and fresh food together in the same container. They should be packaged and stored separately.
- Don't-** Let defrosting food or food juices drip onto food.

Information about operating noises

To keep the selected temperature constant, your appliance occasionally switches ON the compressor.

The resulting noises are quite normal.

As soon as the appliance has reached the operating temperature, the noises automatically reduce in volume.

The humming noise is emitted by the motor (compressor). When the motor switches ON, the noise may briefly increase in volume.

The bubbling, gurgling or whirring noise is emitted by the refrigerant as it flows through the pipes.

The clicking noise can always be heard when the thermostat switches ON/OFF the motor.

A clicking noise may occur when

- the automatic defrosting system is active.
- the appliance is cooling down or warming up (material expansion).

If these noises are excessively loud, the causes are probably not serious and are usually very easy to eliminate.

- The appliance is not level - Use the height-adjustable feet or place packing under the feet.
- The appliance is not free-standing - Please move the appliance away from kitchen units or other appliances.
- Drawers or shelves are loose or stick - Please check the detachable components and, if required, refit them.
- Bottles and/or receptacles are touching each other - Please move bottles and/or receptacles away from each other.

Troubleshooting

If the appliance does not operate when switched on, check;

- That the plug is inserted properly in the socket and that the power supply is on. (To check the power supply to the socket, plug in another appliance)
- Whether the fuse has blown/circuit breaker has tripped/main distribution switch has been turned off.
- That the temperature control has been set correctly.
- That the new plug is wired correctly, if you have changed the fitted, moulded plug.

If the appliance is still not operating at all after above checks, contact the dealer from whom you purchased the unit.

Please ensure that above checks have been done, as a charge will be made if no fault is found.



The symbol  on the product or on packaging indicates that this product may not be treated as household waste. Instead it shall be handed over to the applicable collection point for the recycling of electrical and electronic equipment. By ensuring this product is disposed of correctly, you will help prevent potential negative consequences for the environment and human health, which could otherwise be caused by inappropriate waste handling of this product. For more detailed information about recycling of this product, please contact your local city office, your household waste disposal service or the shop where you purchased the product.