

## REPAIRS, SERVICE & WARRANTY

It is hazardous for anyone installing, removing, altering, repairing, servicing, or testing.

Only an Authorised Service Person can carry out servicing or repairs to this appliance.

### IF SERVICE IS REQUIRED

If you have a problem, and the problem persists after you have made the checks mentioned in this manual, contact:

TECO Australia Service Department on 1300 660 037  
(9am to 4pm AEST Mon to Fri) Email: had.service@teco.com.au  
For warranty details please visit [www.teco.com.au](http://www.teco.com.au)

Complete and retain the following information:

Name of retailer: \_\_\_\_\_

Date of purchase: \_\_\_\_\_

Model No. : \_\_\_\_\_

Serial No. : \_\_\_\_\_

MFG code: \_\_\_\_\_

**Please retain proof of purchase for warranty claims.**



[www.teco.com.au](http://www.teco.com.au)

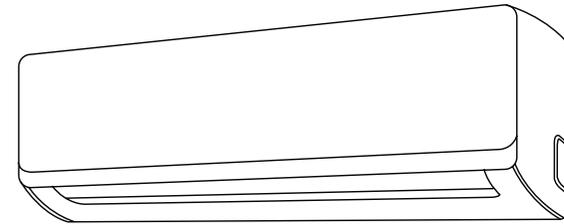
GBG-PV1



*The Comfortable Choice*

## User's Manual

### Comfort Series



#### Models:

TWS-TSO26HVEM

TWS-TSO35HVEM

TWS-TSO50HVEM

TWS-TSO71HVEM

TWS-TSO80HVEM



Thank you for selecting a TECO quality Air Conditioner. To ensure satisfactory operation for many years to come, this User's Manual should be read carefully before using your air conditioner. After reading, store it in a safe place. Please refer to this manual for questions on use or in the event that any irregularities occur.

This product is intended to be used to cool, heat or dehumidify the room air (excluding laundry and bathrooms) to maintain conditions suitable for human comfort and must be used for its intended purpose only.

The design and specifications are subject to change without prior notice for product improvement. Consult with the sales agency or manufacturer for details.

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## FUNCTIONALITY AND PERFORMANCE OF EQUIPMENT

Teco Australia Pty Ltd does not warrant the equipment supplied by Teco Australia Pty Ltd, will as installed, comply with the Building Code of Australia or any other similar standard or code. The customer/contractor is solely responsible for ensuring that the equipment, as installed, complies with any relevant code or standard.



This symbol stands for the items should be forbidden.



This symbol stands for the items should be followed

The products in this manual may vary according to different models, some models have a display panel and some models do not, the position and shape of the display panels may vary.



### CAUTION

- This air conditioner must be installed properly by qualified technicians in accordance with the installation instructions provided with the unit.
- The system must be installed in accordance with the current Australian and New Zealand Refrigerant Handling Code of Practice.
- Contact an authorised service technician for repair or maintenance of this unit.
- This appliance is not intended for use by persons (including children) with reduced physical, sensory or mental capabilities, or lack of experience and knowledge, unless they are supervised or instructed concerning use of the appliance by a person responsible for their safety.
- Young children should be supervised to ensure that they do not play with the air conditioner.
- If the power cord is to be replaced, replacement work shall be performed by authorised personnel only.
- Never insert fingers, pencils or any other object into the product to avoid accidents.



Do not dispose this product as unsorted municipal waste. Collection of such waste separately for special treatment is necessary.

## SAFETY PRECAUTIONS

To prevent injury to the user or other people and property damage, the following instructions must be followed. Incorrect operation may cause harm or damage.

The seriousness is classified by the following indications:

 <b>WARNING</b>	This symbol indicates the possibility of death or serious injury.
 <b>CAUTION</b>	This symbol indicates the possibility of injury or damage to property.

■ Meanings of symbols used in this manual are as shown below.

	Never do this.
	Always do this.

### WARNING

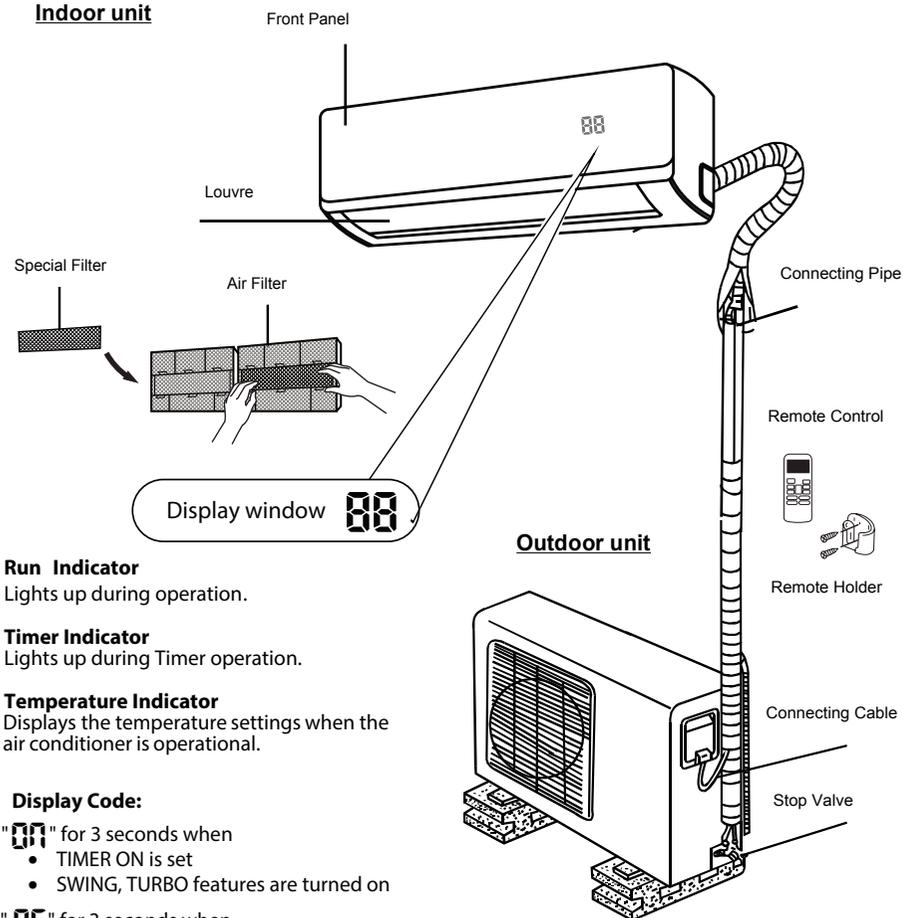
- |   |   |  |
|---|---|--|
| <p> <b>Connect with the power properly.</b></p> <ul style="list-style-type: none"> <li>Otherwise, it may cause electric shock or fire due to excess heat generation.</li> </ul>                              | <p> <b>Do not operate or stop the unit by switching on or off the power.</b></p> <ul style="list-style-type: none"> <li>It may cause electric shock or fire due to heat generation.</li> </ul>               | <p> <b>Do not damage or use an unspecified power cord.</b></p> <ul style="list-style-type: none"> <li>It may cause electric shock or fire.</li> </ul>                             |
| <p> <b>Do not modify power cord length or share the outlet with other appliances</b></p> <ul style="list-style-type: none"> <li>It may cause electric shock or fire due to heat generation.</li> </ul>       | <p> <b>Do not operate with wet hands or in damp environment.</b></p> <ul style="list-style-type: none"> <li>It may cause electric shock.</li> </ul>  | <p> <b>Do not direct airflow at room occupants only.</b></p> <ul style="list-style-type: none"> <li>This could damage your health.</li> </ul>                                     |
| <p> <b>Always ensure effective earthing.</b></p> <ul style="list-style-type: none"> <li>No earthing may cause electric shock.</li> </ul>   | <p> <b>Do not allow water to run into electric parts.</b></p> <ul style="list-style-type: none"> <li>It may cause failure of machine or electric shock.</li> </ul>   | <p> <b>Always install circuit breaker and a dedicated power circuit.</b></p> <ul style="list-style-type: none"> <li>No installation may cause fire and electric shock.</li> </ul> |
| <p> <b>Disconnect the power if strange sounds, smell, or smoke comes from it.</b></p> <ul style="list-style-type: none"> <li>It may cause fire and electric shock.</li> </ul>                              | <p> <b>Do not drink water drained from air conditioner.</b></p> <ul style="list-style-type: none"> <li>It contains contaminants and could make you sick.</li> </ul>  | <p> <b>Do not open the unit during operation.</b></p> <ul style="list-style-type: none"> <li>It may cause electric shock.</li> </ul>  |
| <p> <b>Use the correctly rated breaker or fuse.</b></p> <ul style="list-style-type: none"> <li>There is risk of fire or electric shock.</li> </ul>   | <p> <b>Do not use the power cord close to heating appliances.</b></p> <ul style="list-style-type: none"> <li>It may cause fire and electric shock.</li> </ul>  | <p> <b>Do not disassemble or modify unit.</b></p> <ul style="list-style-type: none"> <li>It may cause failure and electric shock.</li> </ul>                                    |
| <p> <b>Ventilate room before operating air conditioner if there is a gas leakage from another appliance.</b></p> <ul style="list-style-type: none"> <li>It may cause explosion, fire and burns.</li> </ul> | <p> <b>Do not use the power cord near flammable gas or combustibles, such as gasoline, benzene, thinner, etc.</b></p> <ul style="list-style-type: none"> <li>It may cause an explosion or fire.</li> </ul> |  |

## SAFETY PRECAUTIONS

### CAUTION

- |  |   |   |
|--|---|---|
| <p> When the air filter is to be removed, do not touch the metal parts of the unit.</p> <ul style="list-style-type: none"> <li>It may cause an injury.</li> </ul>   | <p> Do not clean the air conditioner with water.</p> <ul style="list-style-type: none"> <li>Water may enter the unit and degrade the insulation. It may cause an electric shock.</li> </ul>  | <p> Ventilate the room well when used together with a stove, etc.</p> <ul style="list-style-type: none"> <li>An oxygen shortage may occur.</li> </ul>  |
| <p> When the unit is to be cleaned, switch off, and turn off the circuit breaker.</p> <ul style="list-style-type: none"> <li>Do not clean unit when power is on as it may cause fire and electric shock, it may cause an injury.</li> </ul> | <p> Do not put a pet or house plant where it will be exposed to direct air flow.</p> <ul style="list-style-type: none"> <li>This could injure the pet or plant.</li> </ul>   | <p> Do not use for special purposes.</p> <ul style="list-style-type: none"> <li>Do not use this air conditioner to preserve precision devices, food, pets, plants, and art objects. It may cause deterioration of quality, etc.</li> </ul> |
| <p> Stop operation and close the window in storm or hurricane.</p> <ul style="list-style-type: none"> <li>Operation with windows opened may cause wetting of indoor and soaking of household furniture.</li> </ul>                          | <p> Do not place obstacles around air-inlets or inside of air-outlet.</p> <ul style="list-style-type: none"> <li>It may cause failure of appliance or accident.</li> </ul>   | <p> Turn off the main power switch when not using the unit for a long time.</p> <ul style="list-style-type: none"> <li>It may cause failure of product or fire.</li> </ul>   |
| <p> Do not use strong detergent such as wax or thinner. Use a soft cloth for cleaning.</p> <ul style="list-style-type: none"> <li>Appearance may be deteriorated due to change of product color or scratching of its surface.</li> </ul>    | <p> Ensure that the installation bracket of the outdoor appliance is not damaged due to prolonged exposure</p> <ul style="list-style-type: none"> <li>If bracket is damaged, there is concern of damage due to falling of unit.</li> </ul> | <p> Always insert the filters securely. Clean filter once every two weeks.</p> <ul style="list-style-type: none"> <li>Operation without filters may cause failure.</li> </ul>  |
| <p> Do not place heavy object on the power cord and take care so that the cord is not compressed.</p> <ul style="list-style-type: none"> <li>There is danger of fire or electric shock.</li> </ul>  | <p> Use caution when unpacking and installing. Sharp edges could cause injury.</p>   | <p> If water enters the unit, turn the unit off and disconnect the power, contact a qualified service technician.</p>  |

**Indoor unit**



**Run Indicator**

Lights up during operation.

**Timer Indicator**

Lights up during Timer operation.

**Temperature Indicator**

Displays the temperature settings when the air conditioner is operational.

**Display Code:**

- "**ON**" for 3 seconds when
  - TIMER ON is set
  - SWING, TURBO features are turned on
- "**OF**" for 3 seconds when
  - TIMER OFF is set
  - SWING, TURBO features are turned off
- "**cF**" when anti-cold air feature is turned on
- "**dF**" when defrosting
- "**SE**" when unit is self-cleaning
- "**FP**" when freeze protection is turned on

**NOTE:**

All the pictures in this manual are for explanation purposes only. The actual shape of the indoor unit you purchased may be slight

**Special functions**

**AUTO Restart**

If the unit loses power, it will automatically restart with the prior settings once power has been restored.

**Refrigerant Leakage Detection**

With this new technology, the display area will appear "EC" and the indication lamps continue flashing when the outdoor unit detects refrigerant leakage.

**Louvre Angle Memory Function**

Within the scope of safety angle, it will memorize the open angle of horizontal louvre. If it exceeds, it will memorize the boundary of safety angle. In the following circumstances, it will return to standard angle: 1) pressing the manual switch, 2) unplug and then plug in the machine. So we strongly suggest that the open angle of the horizontal louvre should not be set too small, in case the condensed water forms and drops from the horizontal louvre.

**Simply Smart Air Wireless Control (Optional)**

Simply Smart Air wireless control allows you to control your air conditioner using your smart phone with Internet connection.

For detailed explanation of your unit's advanced functionality (such as TURBO mode and its self-cleaning functions), please refer to the <<REMOTE CONTROL MANUAL>>.

**NOTE:** This manual does not include Remote Controller Operations, see the <<Remote Controller Instruction>> packed with the unit for details.

**Operating temperature**

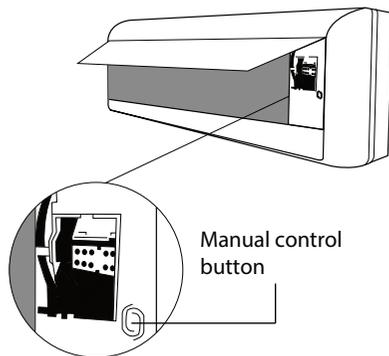
Mode	Cooling operation	Heating operation	Drying operation
Temperature			
Room temperature	17°C~32°C (62°F~90°F)	0°C~30°C (32°F~86°F)	10°C~32°C (50°F~90°F)
Outdoor temperature	0°C~50°C (32°F~122°F)	-15°C~30°C (5°F~86°F)	0°C~50°C (32°F~122°F)

**NOTE:**

- Optimum performance will be achieved within these operating temperatures. If air conditioner is used outside of the above conditions, certain safety protection features might come into operation and cause the unit to function abnormally.
- If the air conditioner runs for a long time in cooling mode and the humidity is high (over 80%), condensed water may drip out of the unit. Please set the vertical air flow louver to its maximum angle (vertically to the floor), and set HIGH fan mode.

**Manual operation**

Units are equipped with a switch to run emergency operation mode. It can be accessed by opening the front panel. This switch is used for manual operation in case the remote controller fails to work or maintenance necessary.



**CAUTION:** This switch is used for testing purposes only. Please do not use the function unless is absolutely necessary. To restore the remote controller operation, use the remote controller directly.

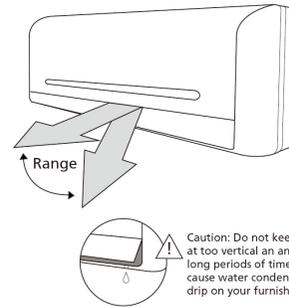
**NOTE:** The unit must be turned off before operating the manual control button. If the unit is operational, continue pressing the manual control button until the unit is off.

- Open and lift the front panel up to an angle until it remains fixed with a clicking sound. For some models, please use suspension bars to prop up the panel.
- Locate the MANUAL CONTROL BUTTON on the right hand side of the unit.
- Press MANUAL CONTROL BUTTON once to activate FORCED AUTO mode.
- Press MANUAL CONTROL BUTTON again to activate FORCED COOLING mode.
- Press MANUAL CONTROL BUTTON third time to turn the unit off.
- Close the panel firmly to its original position.

**Airflow direction control**

Adjust the air flow direction properly otherwise it might cause discomfort or cause uneven room temperatures.

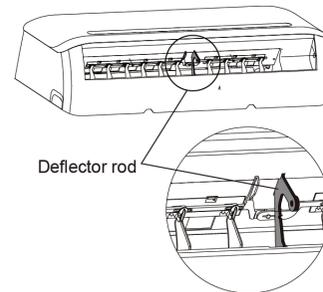
Adjust the horizontal/vertical louver using the remote controller. For some models, the vertical louver can only be adjusted manually.



**To set the horizontal/vertical air flow direction**

- Perform this function while the unit is in operation.
- Use the remote controller to adjust the air flow direction. The horizontal louver changes 6 degree in angle for each press, or swing up and down automatically. Please refer to the <<REMOTE CONTROL MANUAL>> for details.
- For some models, the vertical louver can only be adjusted manually. Move the deflector rod manually to adjust the air flow in the direction you prefer.

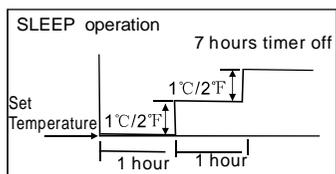
**IMPORTANT:** Do not put your fingers into the panel of blower and suction side. The high-speed fan inside may cause danger.



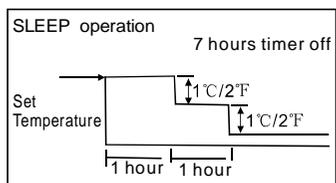
**CAUTION**

- Do not operate the air conditioner for long periods with the air flow direction set downward in cooling or dehumidifying mode. Otherwise, condensation may occur on the surface of the horizontal louver causing moisture to drop on to the floor or on furnishings.
- When the air conditioner is started immediately after it was stopped, the horizontal louver might not move for approximately 10 seconds.
- Open angle of the horizontal louver should not be set too small, as COOLING or HEATING performance may be impaired due to too restricted air flow area.
- Do not move the horizontal louver manually, otherwise the horizontal louver will be out of sync. Please cease operating, unplug power for a few seconds, then restart the air conditioner.
- Do not operate unit with horizontal louver in closed position.

**How the air conditioner works**



**Cooling**



**Heating**

**AUTO operation**

- When you set the air conditioner in AUTO mode, it will automatically select cooling, heating (cooling/heating models only), or fan only operation depending on set temperature and the room temperature.
- The air conditioner will control room temperature automatically to the temperature point you set.
- If you feel uncomfortable in the AUTO mode, you can set your desired temperature.

**SLEEP operation**

When you push SLEEP button on remote controller during cooling, heating (cooling & heating models only), or AUTO operation, the air conditioner will automatically increase (cooling) or decrease (heating) 1°C/2°F per hour for the first 2 hours, then hold steadily for the next 5 hours, after that it will switch off. This mode saves you energy and brings you comfort at night.

**DRYING operation**

- The fan speed will be automatically controlled under dry operation.
- During the dry operation, if the room temperature is lower than 10°C(50°F), the compressor stops operation and restarts until the room temperature is above 12°C(54°F).

**Optimal operation**

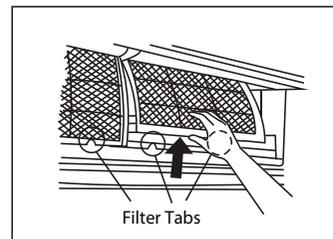
- To achieve optimal performance, please note the following:
  - Adjust the air flow direction correctly so that it is not forwards people.
  - Adjust the temperature to achieve the highest comfort level. Do not adjust the unit to excessive temperature levels.
  - Close doors and windows on COOL or HEAT modes, or performance may be reduced.
  - Use TIMER ON button on the remote controller to select a time you want to start your air conditioner.
  - Do not put any object near air inlet or air outlet, as the efficiency of the air conditioner may be reduced and the air conditioner may stop running.
  - Clean the air filter periodically, otherwise cooling or heating performance may be reduced.
- Do not operate unit with horizontal louvre in closed position.

**Care and Maintenance**

**Before maintenance**

- Turn the system off before cleaning. To clean, wipe with a soft, dry cloth. Do not use bleach or abrasives.

**NOTE: Power supply must be disconnectd before cleaning the indoor unit.**

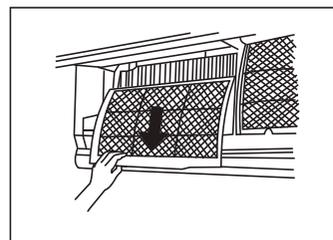


**CAUTIONS**

- A cloth dampened with cold water may be used on the indoor unit if it is very dirty. Then wipe it with a dry cloth.
- Do not use a chemically treated cloth or duster to clean the unit.
- Do not use benzene, thinner, polishing powder, or similar solvents for cleaning. These may cause the plastic surface to crack or deform.
- Never use water hotter than 40°C/104°F to clean the front panel, it could cause deformation of discoloration.

**Cleaning the unit**

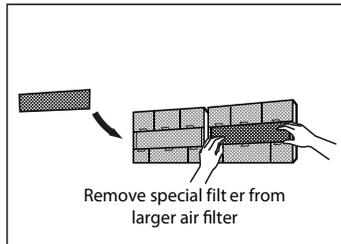
wipe the unit with a soft dry cloth only. If the unit is very dirty, wipe it with a cloth soaked in warm water.



**Cleaning the air filter and special filter**

A clogged air filter reduces the cooling efficiency of this unit. Please clean the filter once every 2 weeks.

1. Lift the indoor unit panel up to an angle until it stops with a clicking sound. For some models, please use suspension bars to prop up the panel.
2. Take hold of the handle of the air filter and lift it up slightly to take it out from the filter holder, then pull it downwards.
3. Remove the AIR FILTER from the indoor unit. Clean the AIR FILTER once two weeks. Clean the AIR FILTER with a vacuum cleaner or water, then dry it up in cool place.



4. Remove the Special Filters from its supporting frame. Clean the air freshening filter at least once a month, and replace it every 4-5 months. Clean it with vacuum cleaner, then dry it in cool place.
5. Install the special filter back into position.
6. Insert the upper portion of air filter back into the unit, taking care that the left and right edges line up correctly and place filter into position.

**Replacement of air filter and special filter**

1. Remove the air filter.
2. Remove the special filter.
3. Install a new special filter.
4. Reinstall the air filter and securely close the front panel.

**Preparation for extended non-operation**

If you plan to idle the unit for a long time, perform the following:

- (1) Clean the indoor unit and filters.
- (2) Operate the fan for about half a day to dry the inside of the unit.
- (3) Stop the air conditioner and disconnect power.
- (4) Remove the batteries from the remote controller. The outdoor unit requires periodic maintenance and cleaning. Do not attempt to do this yourself. Contact your dealer or service provider.

**Pre-season inspection**

- Check that the wiring is not broken off or disconnected.
- Clean the indoor unit and filters.
- Check that the air filter is installed.
- Check if the air outlet or inlet is blocked after the air conditioner has not been used for a long time.

**⚠ Caution**

- Do not touch the metal parts of the unit when removing the filter. Injuries can occur when handling sharp metal edges.
- Do not use water to clean inside the air conditioner. Exposure to water can destroy the insulation, leading to possible electric shock.
- When cleaning the unit, first make sure that the power and circuit breaker are turned off.
- Do not wash air filter with hot water at more than 40# /104 F. Shake off moisture completely and dry it in the shade. Do not expose it directly to the sun, it may shrink.

**Normal function of the air conditioner**

The following events may occur during normal operation.

**1. Protection of the air conditioner.**

**Compressor protection**

- The compressor can't restart for 3-4 minutes after it stops.
- Anti-cold air (Cooling and heating models only)**
- The unit is designed not to blow cold air on HEAT mode, when the indoor heat exchanger is in one of the following three situations and the set temperature has not been reached.
  - A) When heating has just started.
  - B) Defrosting.
  - C) Low temperature heating.
- The indoor or outdoor fan stop running when defrosting (Cooling and heating models only).

**Defrosting (Cooling and heating models only)**

- Frost may be generated on the outdoor unit during heat cycle when outdoor temperature is low and humidity is high resulting in lower heating efficiency of the air conditioner.
- During this condition air conditioner will stop heating operation and start defrosting automatically.
- The time to defrost may vary from 4 to 10 minutes according to the outdoor temperature and the amount of frost built up on the outdoor unit.

**2. A white mist coming out from the indoor unit**

- A white mist may generate due to a large temperature difference between air inlet and air outlet on COOL mode in an indoor environment that has a high relative humidity.
- A white mist may generate due to moisture generated from defrosting process when the air conditioner restarts in HEAT mode operation after defrosting.

**3. Low noise of the air conditioner**

- You may hear a low hissing sound when the compressor is running or has just stopped running. It is the sound of the refrigerant flowing or coming to a stop.
- You can also hear a low "squeak" sound when the compressor is running or has just stopped running. This is caused by heat expansion and cold contraction of the plastic parts in the unit when the temperature is changing.
- A noise may be heard due to louver restoring to its original position when power is turned on.

**4. Dust is blown out from the indoor unit.**

This is a normal condition when the air conditioner has not been used for a long time or during first use of the unit.

**5. A peculiar smell comes out from the indoor unit.**

This is caused by the indoor unit giving off smells permeated from building material, from furniture, or smoke.

**6. The air conditioner turns to FAN only mode from COOL or HEAT (For cooling and heating models only) mode.**

When indoor temperature reaches the temperature setting on air conditioner, the compressor will stop automatically, and the air conditioner turns to FAN only mode. The compressor will start again when the indoor temperature rises on COOL mode or falls on HEAT mode (For cooling and heating models only) to the set point.

7. Dripping water may generate on the surface of the indoor unit when cooling in a high relatively humidity (relative humidity higher than 80%). Adjust the horizontal louver to the maximum air outlet position and select HIGH fan speed.

**8. Heating mode (For cooling and heating models only)**

The air conditioner draws in heat from the outdoor unit and releases it via the indoor unit during heating operation. When the outdoor temperature falls, heat drawn in by the air conditioner decreases accordingly. At the same time, heat loading of the air conditioner increases due to larger difference between indoor and outdoor temperature. If a comfortable temperature can't be achieved by the air conditioner, we suggest you use a supplementary heating device.

**Auto-restart function**

9. Power failure during operation will stop the unit completely.
- For the unit without Auto-restart feature, when the power restores, the OPERATION indicator on the indoor unit starts flashing. To restart the operation, push the ON/OFF button on the remote controller. For the unit with Auto-restart feature, when the power restores, the unit restarts automatically with all the previous settings preserved by the memory function.

**10. Lightning or a wireless telephone**

Lightning or a wireless telephone operating nearby may cause the unit to malfunction. Disconnect the unit's power and then reconnect the unit's power again. Push the On/Off button on the remote to restart operation.

**DR CONTROL**

**Demand Response Capability**

This product is designed to be compatible with your Energy Supplier's Demand Response Control Program (if implemented). If you are taking part in this program, the Energy Supplier's Demand Control Signal Receiver (DCSR), will be installed in your system outdoor unit by your installer.

If a Demand Response signal is received from your energy supplier, the power consumption of your system will be reduced depending on the signal mode received.

During a Demand Response period, the indoor unit display area will display d1, d2 or d3.

Please see table below for details of each mode.

DR mode	Description of operation in this mode
DR mode 1	Compressor off.
DR mode 2	The air conditioner continues to cool or heat during the demand response event, but the total electrical energy (kWh) consumed by the air conditioner in a half hour period is not more than 50% of the total electrical energy that would be consumed in a half hour period during normal operation under the same temperature and humidity conditions, and the same user settings.
DR mode 3	The air conditioner continues to cool or heat during the demand response event, but the total electrical energy (kWh) consumed by the air conditioner in a half hour period is not more than 75% of the total electrical energy that would be consumed in a half hour period during normal operation under the same temperature and humidity conditions, and the same user settings.

If a DR signal input malfunction occurs the display area will display dE and the system will operate normally. When the system is in a DR mode, the cooling or heating effect of the system may be slightly reduced.

**Troubleshooting guide**

Trouble	OPERATION(RUN) indicator or other indicators continue flashing.	The unit may stop operation or continue to run in a safety condition (depending on models). Waiting for about 10 minutes, the fault may be recovered automatically, if not, disconnect the power and then connect it in again. If the problem still exists, disconnect the power and contact the nearest customer service center.
	If one of the following code appears on the display area : E0,E1,E2,E3.....or P0,P1,P2,P3....., or F1,F2,F3.....	
	Fuse blows frequently or circuit breaker trips frequently .	Stop the air conditioner immediately, disconnect the power and contact the nearest customer service center.
	Other objects or water fall into the air conditioner. Terrible odors are smelled or abnormal sounds are heard.	

Malfunctions	Cause	What should be done?
Unit does not start	Power cut	Wait for power to be restored.
	Unit may have become Unplugged.	Check that plug is securely in wall receptacle.
	Fuse may have blown.	Replace the fuse.
	Battery in Remote controller may have been exhausted.	Replace the battery.
	The time you have set with timer is incorrect.	Wait or cancel timer setting.
Unit not cooling or heating (Cooling/ heating models only) room very well while air flowing out from the air conditioner	Inappropriate temperature setting.	Set temperature correctly. For detailed method please refer to "Using remote control" section.
	Air filter is blocked.	Clean the air filter.
	Doors or Windows are open.	Close the doors or windows.
	Air inlet or outlet of indoor or outdoor unit has been blocked.	Clear obstructions away first, then restart the unit.
	Compressor 3 minutes protection has been activated.	Wait.

If the trouble has not been corrected, please contact a local dealer or the nearest customer service center. Be sure to inform them of the detailed malfunctions and unit model number.

**Notes: Do not attempt to repair the unit yourself.  
Always consult an authorized service provider.**